

MetLife
Invicta House
Trafalgar Place
Brighton
BN1 4FR



Customer Care
Line: 0800 917 0100

{Customer Name}
{Customer Address Line 1}
{Customer Address Line 2}
{Customer Address Line 3}
{Customer Address Line 4}
{Customer Postcode}

21 September 2018

Thank you for choosing MetLife for your protection needs

Dear {Customer Name},

Your Policy No: {Customer Policy Number}

Here is your welcome pack. This includes your policy schedule, an important document that shows you the benefits payable under your policy, so please keep it safe. It also contains you:

- policy Terms and Conditions
- direct debit confirmation letter

Once you've read through everything you may have some questions. If you do, just contact our Customer Services team on 0800 917 0100 or 01273 872456*; they will be happy to help you.

How your policy protects you

As a quick reminder, subject to the Terms and Conditions and the exclusions, MultiProtect protects you by paying you a tax-free cash lump sum if you:

- suffer an accidental permanent injury, as set out in in the policy
- suffer total permanent disablement as a result of an accident
- suffer a broken bone (excluding a broken nose)
- die as a result of an accident
- spend more than 24 hours in a UK hospital because of an accident. Once you've had your policy for twelve months it will also cover you for sickness related hospital stays.

Wellbeing support available 24/7

Don't forget you also have access to our Wellbeing support centre, provided by Health Assured Limited. You can go online or speak to someone by telephone 24 hours a day, 365 days a year. You will be able to access independent and confidential expert resources to help you with financial, mental and physical wellbeing – helping you feel in control. Access is also available to a partner and children aged 18-24 living at the same address.

We're here to help

To make a claim:

- Call us on 0800 917 1333 or 01273 872492* OR
- E-mail us at **claims@metlife.uk.com**

For Customer Services:

- Call us on 0800 917 0100 or 01273 872456*

*Mon to Fri, 9am to 5pm

You can contact the Wellbeing support centre as many times as you need. Simply call **0800 023 2735** and quote 'HA000510'. You can also log on confidentially by visiting www.healthassuredeap.co.uk

Username: {Username}

Password: {Password}

We want you to be happy with your policy - you can change your mind

Just to make sure you're completely happy with everything, you have up to 30 days from receiving this letter to change your mind. During this time, you can write to us at this address or call us to let us know that you want to stop your cover. If you do, we'll cancel your policy and refund any payments you've made, as long as you haven't made a claim.

To help us provide the highest standard of service, we sometimes make welcome calls to new policy holders. If you receive a call, it's because we want to check that you're satisfied with your policy. We appreciate the feedback our customers give us as it helps us improve our service. To protect you we will ask you some security questions (relating to you or your policy) when we call.

Once again, thank you for choosing MetLife.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jo Noone', with a horizontal line underneath.

Jo Noone
Head of Operations

*The cost of calls from a BT landline will vary according to the call plan you hold with them. Rates from other providers and mobiles may differ. Please contact your provider for more details. Calls may be recorded and / or monitored.