

# Direct Debit and Lapse Process Guide



MetLife MultiProtect provides cash payments if you suffer from a specified accidental injury, or if you need to spend time in a UK hospital. It also provides peace of mind for your loved ones if the worst happens.

MultiProtect can be tailored to suit your clients' needs with five levels of cover, between one and five units. The more units your clients buy, the higher their benefits will be. Your clients' cover begins immediately once the online application has been completed.

This guide helps you to understand:

- When your clients' first premium will be taken from their account by Direct Debit
- What happens when a payment is missed
- Tips to explain the value of MultiProtect and keeping your clients cover in place



Protection for a range of accidental injuries, including broken bones, and UK hospital stays



Cover will start immediately



Cover 24 hours a day, 365 days a year from just £8 per month



You can claim for multiple injuries – it won't change the cost of your cover



No health questions



Accidental death and funeral cover

All policies are subject to policy Terms and Conditions. Exclusions and limitations apply. Visit [metlife.co.uk/multiprotect](https://metlife.co.uk/multiprotect) for more information.

# How is a direct debit collected?

Direct Debits take 8 working days to set up after the date of submission. This may mean that your client's first premium is collected on a different day to their preferred payment date.

All policies submitted on a weekend or bank holiday will be processed as being submitted on the next working day.

## Scenario 1: 13th is selected as preferred payment date

### Month 1

### Month 2

M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M
2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13

Policy submitted by 6:30pm, cover begins and MetLife send the customer a Welcome Pack.

First premium is collected

Second premium is collected

## Scenario 2: 7th is selected as preferred payment date

### Month 1

### Month 2

M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M
2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13

Policy submitted by 6:30pm, cover begins and MetLife send the customer a Welcome Pack.

First premium is collected

Second premium is collected

# What happens when your client doesn't pay their premiums?

**DAY 1**

- The client's Direct Debit is cancelled or returns unpaid.
- MetLife send a letter to your client telling them their policy will lapse unless premiums are paid.

**DAY 2**

- We will email you to let you know the policy is underpaid and ask you to contact your client. The email includes your client's contact number so you can call them directly from your smartphone.
- We will also contact your client via text message.

**DAY 3 - 18**

- If the reason for the premium being unpaid is due to a failed representation of a direct debit we will endeavour to contact your client to make sure we have the correct and up to date bank details.

**DAY 30**

- Your client's policy lapses and the valuable protection benefits cease.
- A letter is issued to your client to let them know that their policy has now lapsed.

**DAY 31**

- We will email you to let you know that the policy has lapsed and the client is no longer covered.
- Reinstatement is possible if payment is received within 60 days of the lapse date. Please note that your client's cover will only re-start once the payment is received.

**DAY 90**

- Your client's policy will be terminated if we do not receive a request to reinstate it and, if applicable, any commission will be reclaimed in line with the clawback policy applicable to your business.

# Top tips for keeping your clients' valuable cover in place

**1**

Contact the client a week after issue (shown on your commission statement) to remind them of the important needs identified during the sales meeting and why it was important for them to have this cover in place.

**2**

Consider sending your client the MetLife [Claim Case Study & Factsheet Booklet](#) to illustrate how many customers have made a claim.

**3**

Call your client after three months to keep in touch and again remind them of the needs identified at the time of sale .

**4**

Keep in touch with your client and check that their policies are still meeting their needs. Don't forget - at 12 months their policy will also cover hospitalisation due to sickness and funeral benefit.

**5**

Remind your clients of the benefits of protection using real case studies to show them. It will help to keep clients with you for longer. Using your own claims stories of clients you know is even more powerful.

**744**

On average we pay 744 claims and £598,000 per month

**43%**

Of our broken bones claims are from children, caused by... kids just being kids!

Based on 2017 MetLife claims analysis

**0800 917 0100**

**[metlife.co.uk/multiprotect](https://metlife.co.uk/multiprotect)**

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