



MultiProtect

Say
yes
to every day
protection

For every moment, there's  **MetLife**

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About MetLife



We're proud to provide local expertise that's backed by global strength and dedicated to providing innovative protection, employee benefits, and retirement solutions.

MetLife d.a.c in the UK

Locally based
Since 2007

Rated
AA- Standard and Poor's

Award winning
Multiple awards*

Protection customers
400,000+

*COVER Excellence Awards Winner 2023:
Outstanding Protection Product Innovation,
2023 Investment Life & Pensions Moneyfacts
Award Winner: Innovation, Lifesearch Awards
2023 Winner: Best Product Innovation.



MetLife across the globe

Scale
40+ countries

Longevity
156 year heritage

Employees
43,000

Recognition
Fortune 500 #50

Customers
100m+

Assets
\$593.7bn

Sources: www.metlife.com/about-us/corporate-profile/ratings/

www.metlife.com/about-us/corporate-profile/global-locations/

Protection for *you and* *your* family






When you've built a life you love, you want to take care of it. And when something unexpected disrupts your day-to-day, you want to feel like you can get through it and get back on track. MultiProtect is a simple, affordable protection policy that provides financial support if things go wrong and give you the reassurance and confidence to keep saying yes to life. With MultiProtect, you're covered for a range of injuries that could impact your lifestyle, ability to work or care for loved ones. You'll also be covered for hospital stays in the UK, or select European countries*, and get unlimited access to our Wellbeing Support Centre and GP24.

You can say yes to MultiProtect from as little as £10 a month. You can also add Active Lifestyle cover from £1 a month, and Child Cover from £2 a month.



MultiProtect at a *glance*

Why is MultiProtect right for me?

-  **Flexible cover when you need it**
MultiProtect provides financial support for a range of specified accidental injuries and hospital stays in the UK and select European countries*. You can claim for multiple injuries and your policy will continue to protect you in the future.
-  **Getting you back on your feet**
You will receive cover for every 24 hours you spend as an in-patient in the UK or select European countries*, as the result of an accident. Once you've held your policy for at least 12 months, you can also claim for time spent in hospital due to sickness.
-  **Peace of mind**
Accidental and non-accidental death cover provide peace of mind if the unexpected happens at home or abroad.
-  **Great value**
Cover starts from as little as £10 to £50 per month, depending on the level of protection you choose. Plus, the cost of your cover won't change when you make a claim or as you get older.
-  **Cover, whatever your circumstances**
We won't ask you any health questions when you take out the policy. If you are a UK resident, you can take out this policy from 18 years old up to your 65th birthday and can continue cover up until your 75th birthday.

Optional cover

MultiProtect also offers optional cover for families with children or those with active lifestyles. Optional cover is available from just an additional £1 per month, so you can tailor your cover to your circumstances and what's important to you.

With MultiProtect you can say *yes* to life

At MetLife we pay
an average of 95
accident and illness
claims every day.

Source: MetLife protection portfolio period 1st January to
31st December 2023 inclusive.



How we helped people last year

23,942

Total claims paid

£22.4m

Value of claims paid

12,949

Hospitalisation claims paid

9,561

Broken bone claims paid

Wellbeing Support Centre

As a MetLife policyholder, you will also receive free and unlimited access to our Wellbeing Support Centre, provided by Health Assured, a leading wellbeing assistance provider in the UK.

You can access support online or via an app and or speak to a counsellor by telephone or online video call 24 hours a day, 7 days a week, 365 days a year, covering a wide range of issues.

Benefit from 'in the moment' support from counsellors or nurses – all of whom can help navigate and support with life's challenges.



GP24 - Your virtual GP service



With MultiProtect you and your family will also get access to our virtual GP appointment service, GP24, provided by HealthHero.

GP24 allows you to book an appointment with registered GPs 24 hours a day, every day of the year, anywhere in the world, for no extra cost.

Also included are:

- > Private prescriptions, private referrals and fit notes
- > Up to two second medical opinions per person per year
- > 200+ languages available



MultiProtect

A close-up photograph of a woman with blonde hair applying white sunscreen to a baby's face. The baby is wearing a blue sun hat and a pink and white striped shirt. The background is a clear blue sky with some light clouds. The woman's hand is visible, applying the cream to the baby's cheek and chin. The baby is looking up at the woman with a slight smile.

**Building the
protection
you need is
as easy as
1, 2, 3**

Step 1 – It starts with Core Cover

MultiProtect Core Cover automatically includes the following benefits, with a monthly premium from £10 to £50.



Broken bones

cover is up to **£5,000** per broken bone, even if you break more than one



Accidental death

should the worst happen, MultiProtect provides cover for up to **£200,000**



Total permanent disablement - *unable to look after yourself ever again*

cover up to **£250,000**



Accidental permanent injuries

covers a wide range of life-changing injuries up to **£125,000**



UK and select European hospital stays*

cover is up to **£250** per 24-hour period you're admitted to hospital due to an accident or sickness (sickness is covered once you have held your policy for at least 12 months)



Non-accidental death

up to **£20,000** if you die as a result of natural causes, or your premiums returned if your death is within the first year of your policy starting

Step 2 – Optional cover

MultiProtect provides two additional cover options from just £1 per month.



Child Cover - from £2 per month

offers a wide range of benefits to help support you through difficult times, including if your child is diagnosed with cancer, and provides protection for children from birth until their 23rd birthday. Children do not need to live with the policyholder.




Active Lifestyle Cover - from £1 per month

provides additional cover in the event of you sustaining an accidental injury, which results in a dislocation and/or either a tendon rupture or ligament tear. We'll help you get back on track, so that you can keep enjoying the activities you love.

Step 3 – Choose your level of protection

MetLife MultiProtect is an affordable protection plan that can be tailored to suit your needs. There are 5 levels of cover, choose between 1 and 5 units – the more units you buy the higher your benefits will be and your monthly premium will be higher too.

More units = higher level of benefits 

	1 Unit	2 Units	3 Units	4 Units	5 Units
Core Cover	£10 per month	£20 per month	£30 per month	£40 per month	£50 per month
Child Cover	+£2 per month	+£4 per month	+£6 per month	+£8 per month	+£10 per month
Active Lifestyle Cover	+£1 per month	+£2 per month	+£3 per month	+£4 per month	+£5 per month

Summary of benefits

Core Cover	1 Unit	2 Units	3 Units	4 Units	5 Units
Broken bones					
Major (arm, ankle, back, hip, mandible, leg, neck, pelvis, shoulder, wrist, skull - not including facial bones or ear bones)	£1,000	£2,000	£3,000	£4,000	£5,000
Minor (ear bones, facial bones other than the mandible, excluding the nose, any other bone not listed as major)	£250	£500	£750	£1,000	£1,250
Hospitalisation in the UK and select European countries* (per 24 hour period) as a result of accident or sickness					
Hospital admission due to sickness is covered once you've held the policy for at least 12 months	£50	£100	£150	£200	£250
Accidental permanent injury					
Paralysis of limbs – <i>total and irreversible</i>	£25,000	£50,000	£75,000	£100,000	£125,000
Blindness in both eyes – <i>permanent and irreversible</i>	£20,000	£40,000	£60,000	£80,000	£100,000
Loss of both hands or both feet – <i>permanent physical severance</i>	£20,000	£40,000	£60,000	£80,000	£100,000
Deafness in both ears – <i>permanent and irreversible</i>	£7,500	£15,000	£22,500	£30,000	£37,500
Loss of use of elbow, hip, shoulder, knee, ankle or wrist	£7,500	£15,000	£22,500	£30,000	£37,500
Loss of one hand or foot – <i>permanent physical severance</i>	£7,500	£15,000	£22,500	£30,000	£37,500
Loss of thumb	£7,500	£15,000	£22,500	£30,000	£37,500
Third-degree burns – <i>covering 20% of the body's surface</i>	£7,500	£15,000	£22,500	£30,000	£37,500
Loss of major organ (kidney, spleen, lung, pancreas, urinary bladder or stomach)	£7,500	£15,000	£22,500	£30,000	£37,500
Blindness in one eye – <i>permanent and irreversible</i>	£7,500	£15,000	£22,500	£30,000	£37,500
Loss of speech – <i>total permanent and irreversible</i>	£7,500	£15,000	£22,500	£30,000	£37,500
Deafness in one ear – <i>permanent and irreversible</i>	£2,500	£5,000	£7,500	£10,000	£12,500
Loss of finger (not thumb) or toe	£2,500	£5,000	£7,500	£10,000	£12,500

Summary of benefits

Core Cover continued	1 Unit	2 Units	3 Units	4 Units	5 Units
Total permanent disablement - unable to look after yourself ever again (bodily injury only)	£50,000**	£100,000**	£150,000**	£200,000**	£250,000**
Accidental death					
	£40,000	£80,000	£120,000	£160,000	£200,000
Non-accidental death					
Within 1 year	Premiums refunded	Premiums refunded	Premiums refunded	Premiums refunded	Premiums refunded
Year 2	£2,000	£4,000	£6,000	£8,000	£10,000
Years 3-4	£3,000	£6,000	£9,000	£12,000	£15,000
Year 5+	£4,000	£8,000	£12,000	£16,000	£20,000

**The benefit amount payable for Total Permanent Disablement will be reduced by the amount already paid in connection with the same accident that caused your total disablement.

The maximum amount payable under Core Cover for any ONE of the following insured events is £50,000 per unit of cover:

- a single accident, resulting in any combination of Core Cover benefits being paid
- a single, uninterrupted hospital stay

Once the maximum total benefit has been paid for a single insured event as above, your policy will end.

The benefit amounts payable for Core Cover are reduced by 50% from the policyholder's 70th birthday.

Summary of benefits – optional cover

Child Cover	1 Unit	2 Units	3 Units	4 Units	5 Units
Broken bones					
Major (arm, ankle, back, hip, mandible, leg, neck, pelvis, shoulder, wrist, skull - not including facial bones or ear bones)	£250	£500	£750	£1,000	£1,250
Minor (ear bones, facial bones other than the mandible, excluding the nose, any other bone not listed as major)	£50	£100	£150	£200	£250
Hospitalisation in the UK and select European countries* (per 24 hour period) as a result of accident or sickness or for treatment of self-inflicted injury.					
Hospital admission due to sickness or self-inflicted injury is covered once the Child Cover has been held for at least 12 months	£20	£40	£60	£80	£100
Accidental permanent injury					
Paralysis of limbs – <i>total and irreversible</i>	£5,000^	£10,000^	£15,000^	£20,000^	£25,000^
Blindness in both eyes – <i>permanent and irreversible</i>	£4,000	£8,000	£12,000	£16,000	£20,000
Loss of both hands or both feet – <i>permanent physical severance</i>	£4,000	£8,000	£12,000	£16,000	£20,000
Deafness in both ears – <i>permanent and irreversible</i>	£2,000	£4,000	£6,000	£8,000	£10,000
Loss of one hand or foot – <i>permanent physical severance</i>	£2,000	£4,000	£6,000	£8,000	£10,000
Loss of use of elbow, hip, shoulder, knee, ankle or wrist	£2,000	£4,000	£6,000	£8,000	£10,000
Loss of thumb	£1,000	£2,000	£3,000	£4,000	£5,000
Deafness in one ear – <i>permanent and irreversible</i>	£1,000	£2,000	£3,000	£4,000	£5,000
Loss of major organ (kidney, spleen, lung, pancreas, urinary bladder or stomach)	£1,000	£2,000	£3,000	£4,000	£5,000
Blindness in one eye – <i>permanent and irreversible</i>	£1,000	£2,000	£3,000	£4,000	£5,000
Loss of speech – <i>total permanent and irreversible</i>	£1,000	£2,000	£3,000	£4,000	£5,000
Burn - <i>referred to a specialist burns unit due to its severity, covering 5% of the body's surface</i>	£1,000	£2,000	£3,000	£4,000	£5,000
Loss of finger (not thumb) or toe	£250	£500	£750	£1,000	£1,250

Summary of benefits – optional cover

Child Cover continued	1 Unit	2 Units	3 Units	4 Units	5 Units
Total permanent disablement - unable to look after yourself ever again (due to accidental injury only)	£5,000^^	£10,000^^	£15,000^^	£20,000^^	£25,000^^
Cancer - as defined in the Policy Terms & Conditions	£5,000	£10,000	£15,000	£20,000	£25,000
Accidental death	£4,000	£8,000	£12,000	£16,000	£20,000

Non-accidental death benefit is not included under Child Cover. Please see the Policy Terms and Conditions for full details.

^The Child Cover benefit amount for Paralysis of Limbs will be reduced by the amount already paid in connection with the same accident that caused the child's paralysis.

^^The Child Cover benefit amount payable for Total Permanent Disablement will be reduced by the amount already paid in connection with the same accident that caused the child's total disablement.

The maximum amount payable under Child Cover for any ONE of the following insured events is £5,000 per unit of cover:

- a single accident, resulting in any combination of Child Cover benefits being paid.
- a single, uninterrupted hospital stay.
- diagnosis of cancer.

Payment of the benefit for diagnosis of cancer is a separate insured event from any hospital stays.

Summary of benefits – optional cover

Active Lifestyle Cover	1 Unit	2 Units	3 Units	4 Units	5 Units
Dislocation (excluding fingers, thumbs and toes)	£1,000	£2,000	£3,000	£4,000	£5,000
Ligament tear - complete (grade 3) tear of knee or ankle joint ligament	£1,000	£2,000	£3,000	£4,000	£5,000
Ligament tear - partial (grade 2) tear of knee or ankle joint ligament	£500	£1,000	£1,500	£2,000	£2,500
Tendon rupture (to Achilles, hamstring, bicep brachii (upper arm), quadriceps, or rotator cuff)	£1,000	£2,000	£3,000	£4,000	£5,000

Limitations to benefits

In each policy year, Active Lifestyle Cover can pay a benefit for:

- one dislocation; and / or
- one tendon rupture or grade 3 / grade 2 ligament tear

Dislocations: only dislocations resulting in a radiological scan and surgical intervention are covered.

Ligament tears: If benefit has previously been paid for a partial (grade 2) ligament tear, the benefit for a subsequent complete (grade 3) ligament tear happening in the same policy year will be the same as that paid for a partial (grade 2) ligament tear.

Benefit payable is reduced by 50% from the policyholder's 70th birthday.

Children are not covered under Active Lifestyle Cover.

Please see the Policy Terms and Conditions for full details.

0800 917 0100

metlife.co.uk

* MultiProtect covers hospital stays in the UK and the following **Selected European Countries**: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

Wellbeing Support Centre is a range of health and wellbeing advice and support services, provided to MetLife policyholders and their families by Health Assured Limited (No.6314620) registered in England at the Peninsula, Victoria Place, Manchester M4 4FB. This service is an added benefit and not part of your insurance contract and MetLife reserves the right to amend or withdraw the services at any time.

GP24 is a healthcare and health advice service provided to MetLife policyholders and their families by Health Hero Solutions Limited, trading as HealthHero, Registered at 10 Upper Berkeley Street, London, W1H 7PE (No.10675063). This service is an added benefit and not part of your insurance contract and MetLife reserves the right to amend or withdraw the services at any time.

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For every moment, there's  **MetLife**