



At MetLife, our service is built around you





Introduction

We know how important it is to get service right. Whether issuing a policy document, answering a query, or paying a claim, we want to make things easy for you and your clients.

Contents

Our service promise

To deliver on our service promises, we work hard to create the right conditions for success:

- Collaboration
- Continuous improvement
- Consistency.

We aim to achieve excellence in everything we do and recognise our teams for doing just that.



Our focus is on building long term relationships which make it easy for you to do business with us. This table outlines our service commitments.

Service	Service Target
General administration queries	Respond within 5 business days
New business quotations	Issue within 10 business days (subject to any further information requested being available)
Policy documents	Issue within 5 business days (from receipt of all requested information)
Group Life and Group Income Protection claims	Process within 5 business days (from receipt of all requested information)
Renewal accounts	Issue within 20 business days (from receipt of all requested information)
Invitations to renew	Sent within 30-60 days prior to renewal date



Paying claims

Customers rely on us to be there when they need us most. Our aim is to deliver excellent and empathetic claims management quickly, efficiently and accurately with:

- dedicated claims assessors
- online death verification
- 99% of death claims paid within 4 business days of receiving all information



Hear from our UK Head of Service & Operations, Jo Noone.

Our Head of Service and Operations for the UK explains more in this **video**.

“What our customers value the most for MetLife I believe is the personal relationships, the single point of contact or continuity of contacts by making sure we have the right people with the right knowledge talking to people.”

Jo Noone



Our people

We believe we have some of the best people in the industry, ready and waiting to help you and your business. Our people put our customers first and are encouraged to be the best they can be. This means:

- listening and understanding
- keeping our service promises
- delivering a quality service
- constantly challenging what we do with the goal of continuous improvement



Hear from our Head of Claims, Stuart Lewis.

Our Head of Claims explains
more in this **video**.

“I guess when we are thinking
about an employee and what’s
going on for them when
they are making a claim, you
have to keep in mind that
somethings gone wrong for
them on life’s journey.”

Stuart Lewis



Our service philosophy

We understand our customers have differing needs and priorities. This is why we tailor the service we provide to fit your business. We work to support you with:

- a dedicated team to support you throughout
- an escalation point if required to resolve any issues quickly
- continuous feedback loop - we regularly review customer feedback and make improvements based on this where appropriate

Contact our team today

You can reach our helpful team:

Servicing

Tel 0800 917 1112 or email EB@metlife.uk.com

Claims

Tel 0800 917 1222 or email ebclaims@metlife.uk.com

[metlife.co.uk](https://www.metlife.co.uk)

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Navigating life together