

We're here to make it easy for you to move

We aim to take the hassle out of moving insurers. Here's how¹:



Your cover starts here

Once we've received confirmation to proceed, we'll create your policy number and confirm that you're covered.²

**That's it.
You've switched over.**



1

The Employee Benefits sales team will be on hand before and after your cover starts.

Here are the teams who'll help make it easy:

- New Business Administration
- Sales Support
- Client Relationship Managers

2

Now let's do the paperwork

Our digital forms make things simpler, but there is still some paperwork we'll need you to complete.

You'll need to send back our Proposal Form, provide Confirmation of Payment and complete the Master Trust Administration Form (if required). **Your intermediary will need to get this back to us within 30 days.**

We'll then send your draft policy schedule **to your intermediary within 5 working days**, upon receipt of all requested information.



3

Sorting out the support

We can host a session with your HR, Occupational Health and others to ensure there's a seamless onboarding experience so you know what your benefits are, how to claim and how we can support your wellbeing strategy.

4

Time to review your progress

After your first year we'll review the progress you've made. We'll look at your claims, account for new joiners and leavers, ensure that everything is running smoothly, and, if applicable, dig into your wellbeing and health data to see how things are ticking along.



5

And finally, we'll review your rate

Prior to your review date, we'll look at your end of year data and discuss the rate review with your intermediary.



We'll support you for the life of the policy

Our focus is on building long-term relationships that make it easy for you to do business with us.

With **7,500** Group Life policies in force for an average length of **9.8** years, we're always by your side.³



Servicing

T: 0800 917 1112
E: eb@metlife.uk.com

Important contacts for your policy:

Claims

T: 0800 917 1222
E: ebclaims@metlife.uk.com