



How to make a claim in 3 easy steps

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.

To make a MultiProtect claim, follow the steps below.

1

Request a claim form?

Request a claim form from the MetLife Claims Team on **0800 917 1333**. The team will take a just a few details from you and arrange for a claims form to be sent to you as soon as possible.

2

Complete and return your claim form

Once you have completed your claim form in full, please return it to us at MetLife, Claims team, PO Box 1411, Sunderland, SR5 9RB. Once we have received the form, we will text you to confirm receipt.

3

A decision on your claim

If your claim is accepted, we will write to you to confirm acceptance and make payment into your nominated bank account within 5 working days of the date we write to you. If your claim is not accepted, we will write to you to explain our decision. You then have the option to appeal if you are not happy with our decision.

Tel: 0800 917 0100

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

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2484.03 MAY2021