



# **If you forget your MyMetLife password**

# Click the 'Forgot your password?' link on the Login screen (under the 'Log in' button):



## Log in to Online Services

Reminder: Please direct your customer to our privacy notice, this can be accessed at [www.metlife.co.uk](http://www.metlife.co.uk) and explains how their personal data is collected, shared or processed.

Please ensure you have provided your customer with price information and the pre-sale policy summary before starting the application process

 Email

 Password

Log in

[Forgot your password?](#)

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# Input your email address and click 'Reset Password'



To reset your password, we'll need your username.  
We'll send password reset instructions to the email  
address associated with your account.

 Email

Reset Password

Cancel

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# You will see the following message:

## NOW, CHECK YOUR EMAIL

Check the email account associated with your user name for instructions on resetting your password.

Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator.

[Back to login](#)

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**Please follow the link in the email to reset your password and follow the instructions.  
Click on ‘Reset password’, and then click ‘Next’**



Reset your password?

Let's get you set up with a new password.

Reset Password

**This will generate a One Time Password (OTP) that will be sent to your email. Please enter the OTP from this email into the box on the browser, and click 'Next'**



danbrokertest@gmail.com [Log Out](#)

**Enter your verification code**

A verification code was sent via email to danbrokertest@gmail.com. When you receive the code, enter it below.

**Didn't receive the email?**

Sometimes automated messages get categorized as spam. Check your spam folder.

Next

**You will then be asked to create a new password. Please ensure it meets the criteria below.**



### Change Your Password

Enter a new password for  
**customertestdan@gmail.com**. Make sure to include at least:

- ✓ 8 characters
- ✓ 1 letter
- ✓ 1 number

\* New Password

..... Good

\* Confirm New Password

..... Match

**Change Password**

Password was last changed on 18/08/2023, 13:16.

# Once you click 'Change Password', you'll automatically be logged into your MyMetLife account:

The screenshot displays the MyMetLife account dashboard. At the top left is the MetLife logo. To its right is a search bar and user profile icons. Below the logo are navigation tabs for 'Home' and 'Resources'. The main content area is titled 'Insurance Policies' and 'My Policies'. It features a search bar for the list, a table with columns for 'Policy Number', 'Name Insured', 'Policy Name', 'Plan Type', 'Effective Date', and 'Status', and a message stating 'No items to display.'. On the right side, there is a section titled 'What actions are you looking for?' containing four cards: 'New ChildShield Application', 'Apply for Other MetLife Products', 'Direct Debit Calculator', and 'Saved Applications'. Below these cards is a note about using the calculator for direct debit payments. At the bottom right, there are sections for 'MetLife Broker Support' and 'MetLife Customer Support', each with contact information including email and phone numbers.

MetLife

Home Resources

Insurance Policies  
My Policies

0 items • Sorted by Policy Number • Filtered by All insurance policies • Status • Updated a few seconds ago

Search this list...

Policy Numb...	Name Insured	Policy Name	Plan Type	Effective Date	Status
No items to display.					

What actions are you looking for?

- New ChildShield Application
- Apply for Other MetLife Products
- Direct Debit Calculator
- Saved Applications

To advise your customer on the likely dates for their 1st and 2nd Direct Debit payments, please use our calculator

**MetLife Broker Support**  
For your use only do not share to customer

onlineservices@metlife.com  
0800 917 2006 (option 2)

**MetLife Customer Support**  
If your customer has any questions about their MetLife policy please ask them to contact our customer service team on:

customerservice@metlife.uk.com  
0800 917 0100

*For every moment, there's*



**MetLife**