

EverydayProtect

Direct Debit and Lapse Process Guide



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

MetLife EverydayProtect provides a lump sum payment if your client suffers from a specified accidental injury, or if they need to spend time in a UK hospital. It also provides peace of mind for your clients loved ones if the worst happens.

EverydayProtect can be tailored to suit your clients' needs with five levels of cover, between one and five units. The more units your clients buy, the higher their benefits will be. Your clients' cover begins once the online application has been accepted.

This guide helps you to understand:

- When your client's first premium will be taken from their account by Direct Debit
- What happens when a payment is missed
- Tips to explain the value of EverydayProtect and keeping your clients cover in place



Protection for a range of accidental injuries, including broken bones, and UK hospital stays



Cover will start immediately



Cover 24 hours a day, 365 days a year from just £9 per month



Your client can claim for multiple injuries – it won't change the cost of their cover



No health questions



Accidental death and non-accidental death cover

All policies are subject to Policy Terms and Conditions. Exclusions and limitations apply. Visit metlife.co.uk for more information.

How is a Direct Debit collected?

Direct Debits take 8 working days to set up after the date of submission (subject to identity verification being carried out).

This may mean that your client's first premium is collected on a different day to their preferred payment date.

All policies submitted on a weekend or bank holiday will be processed as being submitted on the next working day.

Scenario 1: 13th is selected as preferred payment date

Month 1

M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M
2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13

Policy submitted by 6:30pm,
cover begins and MetLife sends
the customer a Welcome Pack.

First premium
is collected

Second premium
is collected

Month 2

Scenario 2: 7th is selected as preferred payment date

Month 1

M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M
2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13

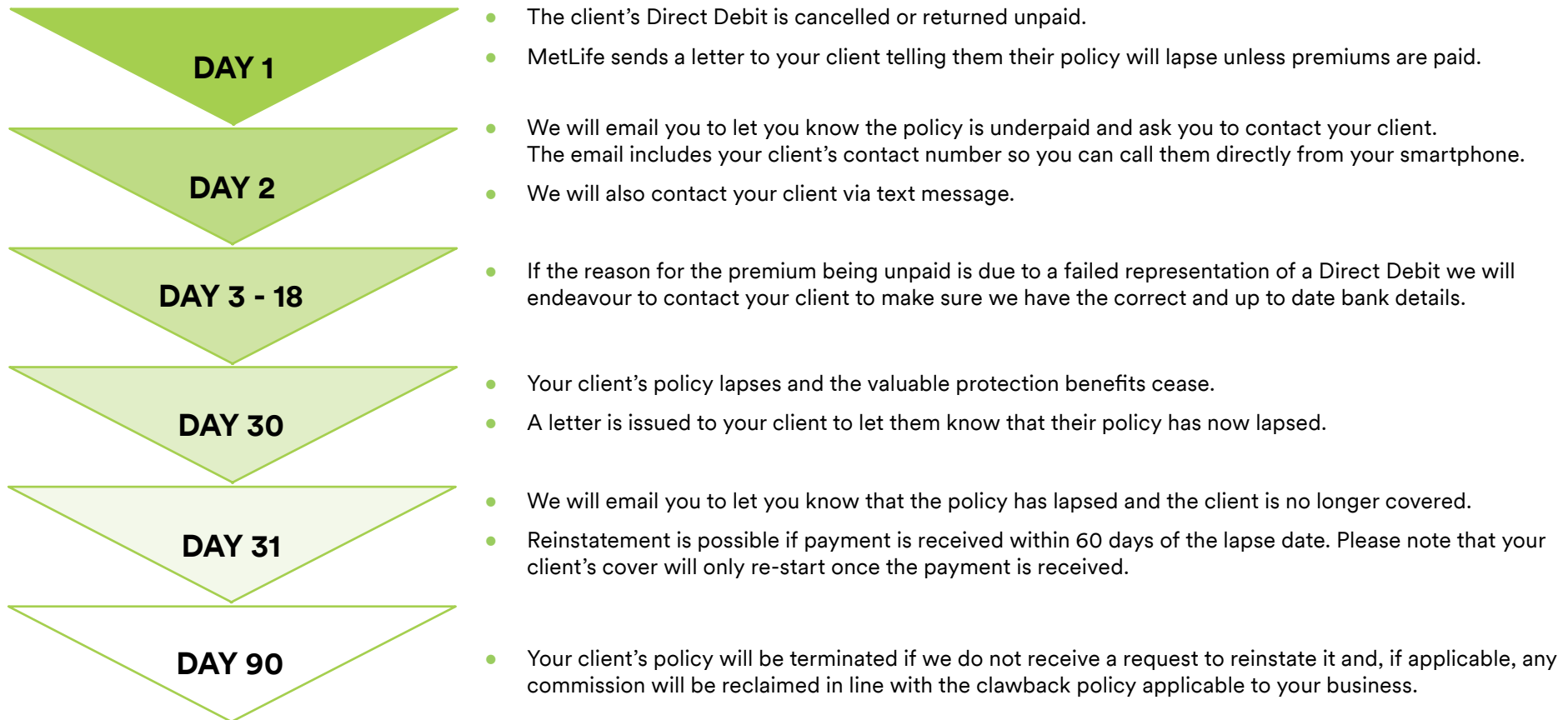
Policy submitted by 6:30pm,
cover begins and MetLife sends
the customer a Welcome Pack.

First premium
is collected

Second premium
is collected

Month 2

What happens when your client doesn't pay their premiums?



Top tips for keeping your clients' valuable cover in place

1

Contact the client a week after issue (shown on your commission statement) to remind them of the important needs identified during the sales meeting and why it was important for them to have this cover in place.

2

Consider sending your client the MetLife Real-life claim stories booklet.

3

Call your client after three months to keep in touch and again remind them of the needs identified at the time of sale.

4

Keep in touch with your client and check that their policies are still meeting their needs. Don't forget after 12 months their policy will also cover hospitalisation due to sickness and non-accidental death.

5

Remind your clients of the benefits of protection using real case studies to show them. It will help to keep clients with you for longer. Using your own claims stories of clients you know is even more powerful.

14,036

MetLife approved **92%** of individual protection claims, equivalent to **14,036** individual protection claims in the last 12 months totalling **£12.1m**.

59%

59% broken bone claims for adults and **41%** for children totalling **6,106** claims.

The claims information and data provided above is from the MetLife protection portfolio period 25th December 2019 to 25th December 2020. Figures based on UK working days during this period.

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