

MultiProtect Direct Debit and Lapse Process Guide



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

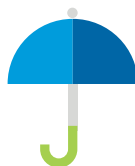
MultiProtect can be adapted to suit your clients' needs with five levels of cover, between one and five units. The more units your clients buy, the higher their benefits will be. Your client's cover begins once the online application has been accepted.

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 MultiProtect and keeping your clients cover in place



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



Cover will start immediately



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



They 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

Month 2

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

Scenario 2: 7th is selected as preferred payment date

Month 1

Month 2

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

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

Day 1	<ul style="list-style-type: none">• The client's Direct Debit is cancelled or returned unpaid.• MetLife sends a letter to your client telling them their policy will lapse unless premiums are paid.
Day 2	<ul style="list-style-type: none">• We will email you to let you know the policy is underpaid and ask you to contact your client. The email includes your client's contact number so you can call them directly from your smartphone.• We will also contact your client via text message.
Day 3-18	<ul style="list-style-type: none">• If the reason for the premium being unpaid is due to a failed representation of a Direct Debit we will endeavour to contact your client to make sure we have the correct and up to date bank details.
Day 30	<ul style="list-style-type: none">• Your client's policy lapses and the valuable protection benefits cease.• A letter is issued to your client to let them know that their policy has now lapsed.
Day 31	<ul style="list-style-type: none">• We will email you to let you know that the policy has lapsed and the client is no longer covered.• Reinstatement is possible if payment is received within 60 days of the lapse date. Please note that your client's cover will only re-start once the payment is received.
Day 90	<ul style="list-style-type: none">• Your client's policy will be terminated if we do not receive a request to reinstate it and, if applicable, any commission will be reclaimed in line with the clawback policy applicable to your business.

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 benefit.
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 UK protection portfolio period 25th December 2019 to 25th December 2020. Figures based on UK working days during this period.

0800 917 0100

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*In the following select European countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the United Kingdom.

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