

How to make a claim in 3 easy steps with MultiProtect



MetLife MultiProtect provides a lump sum payment if you suffer from a specified accidental injury, or if you need to spend time in a UK or select European hospital*. We will help you keep on track should the worst happen.

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 just a few details from you and arrange for a claim 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. Alternatively, you can email a copy of your completed claim form to claims@metlife.uk.com. Once we have received the form, we will text you to confirm receipt.

- 3 A decision on your claim**
 Claims are accepted or declined subject to our Policy Terms and Conditions. If your claim is accepted, we will write to you to confirm acceptance and make payment into your 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

* In the following 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.

Products and services are offered by MetLife Europe d.a.c. which is an affiliate of MetLife, Inc. and operates under the "MetLife" brand.

MetLife Europe d.a.c. is a private company limited by shares and is registered in Ireland under company number 415123. Registered office at 20 on Hatch, Lower Hatch Street, Dublin 2, Ireland. UK branch office at One Canada Square, Canary Wharf, London E14 5AA. Branch registration number: BR008866. MetLife Europe d.a.c. (trading as MetLife) is authorised and regulated by Central Bank of Ireland. Deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

COMP2850.01.JUN2021