



General Service Resources

Making it easy for our customers to reach us is important.

Call us at 1-800-ASK-4-MET (1-800-275-4638)

Whether you have a question about billing and eligibility, or need a copy of your benefits summary, our customers can expect prompt and expert service at every turn.

1-800-ASK-4-MET (1-800-275-4638)

Our Customer Response Center is open 8 am – 9 pm ET, Monday –Friday.

You may also reach our center via email at ask4met@metlifeservices.com

Please note, you may be asked to enter your group number for the service options you select. You can find your group number on the first page of your policy or certificate.

OTHER METLIFE SERVICES

MyBenefits

www.metlife.com/mybenefits

For Web Technical Support

1-877-9MetWeb (877-963-8932)

LIFE

State of Health inquiries

Option 2, enter group number, then Option 4, then 3

Submit new Life claim

Option 2, enter group number, then Option 4, then 1

Existing Life claim inquiries

Option 2, enter group number, then Option 4, then 2

Life Claims

P.O. Box 6100
Scranton, PA 18505-6100
Fax: 1-570-558-8645

Statement of Health fax

1-888-505-7446

Portability

1-866-492-6983

Conversion

1-877-275-6387

DISABILITY

Disability claims inquiries

Option 2, enter group number, then Option 3, then 1

Tax inquiries

Option 2, enter group number, then Option 3

MetLife Disability claims

P.O. Box 14590
Lexington, KY 40511-4590
Fax: 1-800-230-9531