

eBenefits

your secure online portal

MetLife



GETTING ANSWERS JUST GOT EASIER!

It's important to have the tools and resources that you need to get information about your MetLife Expatriate benefits, anywhere your assignment may take you. And we've done just that with the new eBenefits, our secure online portal that's convenient and easy to use.

Now you can do even more online! Once logged in, you can:

- **Search** for full-service hospitals, medical centers, clinics, and doctors nearly anywhere in the world with the ability to do a radius search
- **Print** a copy of your ID card or your dependents' ID cards
- **Submit** a claim or save a draft of a claim online
- **View** your processed claim history
- **Update** your mailing address and **Request** hard copies of your ID cards
- **View** personal information and coverage details for you and your dependents
- **Download** forms and policy information
- **Set** language preferences, whether you'd prefer to read in English, Spanish, Arabic, Simplified Chinese, Korean or Hindi

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Find Providers

Can I find a
provider?

ID Cards

What if I lose
my ID card?

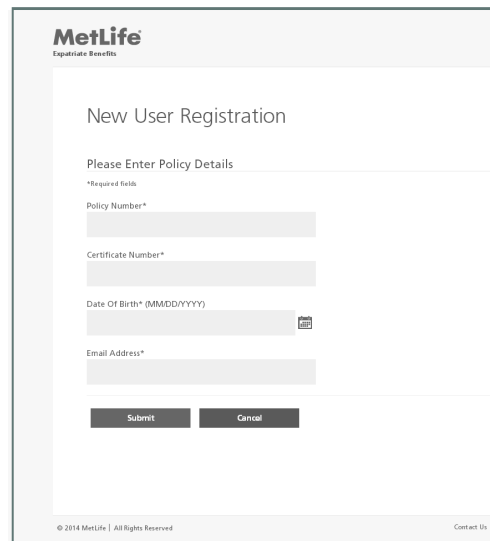
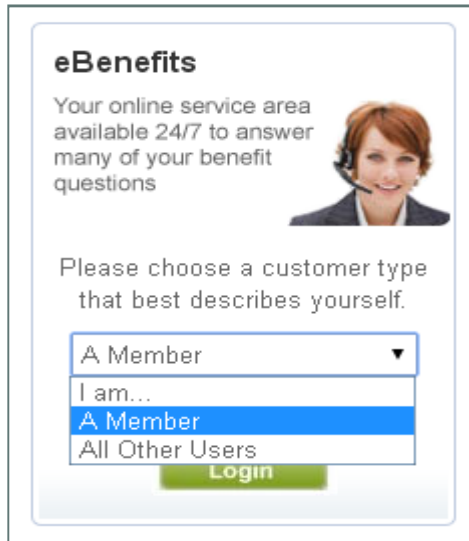
Claims

How do I
quickly submit
a claim?

GET STARTED TODAY!

Registration is easy – grab your ID card and:

- **Go** to www.metlifeexpat.com, pick 'A Member' from the eBenefits customer type dropdown box and click "Login".
- **Click** the "New User Registration" link on the Login page.



- **Enter** your *policy number, certificate number, date of birth, a valid email address.* Your policy and certificate numbers have to be keyed in exactly as they appear on your ID card, including all leading zeroes (if any).
Click "Submit".



- **Check** your inbox for a validation email and **click** the link in the email. The link is time-sensitive, so please access within 24 hours. If the link expires, please restart the self registration process and a new validation email will be sent to you.
- **Re-enter** your *policy number, certificate number, and date of birth* and **click** "Submit."
- **Personalize** your user profile and access eBenefits many tools and resources.

IF YOU CANNOT COMPLETE REGISTRATION WITHIN 24 HOURS OR NEED ADDITIONAL ASSISTANCE, PLEASE CONTACT US:

- By phone** – **Within US, 1-800-451-1847**
Outside US, use AT&T Direct: +1-302-661-8674
(reverse charges accepted)
- Or via e-mail** – **admin.metlifeexpat@alico.com**

Metropolitan Life Insurance Company
200 Park Avenue
New York, NY 10166
www.metlife.com