

## How to submit a short term disability claim

When you experience a disability, whether it's planned or unplanned, submitting your claim should not be difficult and time consuming. That's why MetLife makes sure you experience a smooth process, so that you can receive your benefit payments quickly and focus on getting back to work as soon as possible.

There are a variety of ways to submit your claim based on what you prefer:



**Phone** by calling  
**1-800-GET-MET8**



**Online** through the  
MyBenefits website at  
[www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)



**Mail** by getting a paper claims form  
on MyBenefits or by calling  
**1-800-GET-MET8**

If you submit your claim by phone or web, you will be provided with a claim number for future reference and updates.

### Information you may need to provide

When you submit your claim, there are a few questions you'll need to answer. Be sure to have information available, such as the date you last worked, a description of your medical condition, your medical provider(s) name and contact information, any dates you were hospitalized and an estimated return to work date.

### What happens next

A MetLife Claims Specialist will review your information and request any additional medical information from your doctor, if necessary. Your Claims Specialist may contact you by phone to clarify information you provided or ask for additional information needed for your claim. Typically a claim decision is made within 2 business days once MetLife receives all necessary information.

### Ongoing support

You can visit the MyBenefits website at any time to check your claim status and benefit payments. You can also set up direct deposit of benefit payments, send messages and attachments to your Claims Specialist and update important information like your return to work date.

[See the reverse side for more information on using MyBenefits.](#)

## Easily navigate your claim online, on your schedule

The MyBenefits website is a quick and easy way for you to get the information you need about your disability claim — all in one place. Using [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits) is not only convenient to submit your claim, but you can also log on to the site to:

- See claim status, history and payments
- Set up direct deposit of benefit payments
- Download important forms
- Communicate with your MetLife Claims Specialist

**Register today at [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits). Type in your company's name and click "Next". Then, choose "Register Now" and fill out the short registration form.**

### MetLife Mobile App

You can also access your claim information using the MetLife US Mobile App.



**Search "MetLife" on the iTunes App Store or Google Play.**

Log in using your MyBenefits log in information or register today!

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Like most group insurance policies, MetLife's group policies contain certain exclusions, elimination periods, reductions, limitations and terms for keeping them in force. State variations may apply. Please contact MetLife or your benefits administrator for more information.



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