

## SERVICE

### Support and guidance for you and your employees

### There when you need us

Metropolitan Life Insurance Company is committed to providing an exceptional service experience. To keep things simple and convenient, our Call Center provides automated information any time for most questions and consultative customer service representatives for more detailed questions.

Contact our Customer Response Center by phone, 8am – 9pm EST, Monday–Friday, or email us at [ask4met@metlifeservice.com](mailto:ask4met@metlifeservice.com).

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

##### Dental

**Dental Claims Inquiries**  
Option 2, then Option 2 again  
**MetLife Dental Claims**  
PO Box 981282  
El Paso, TX 7998-1282  
Fax: 1-859-389-6505

**SafeGuard DHMO Claims**  
PO Box 981987  
El Paso, TX 79998

**Dental Directories**  
Option 2, then Option 2 again  
[www.metlife.com/dental](http://www.metlife.com/dental)  
**DHMO Facility ID# Changes**  
Option 2, enter group number, then 2  
[customerserviceinquiry@metlife.com](mailto:customerserviceinquiry@metlife.com)

##### Disability

**Disability Claims Inquiries**  
Option 2, then 3, then 1  
**Tax Inquiries**  
Option 2, enter group number, then 3

**MetLife Disability Claims**  
PO Box 14590  
Lexington, KY 40511-4590  
Fax: 1-800-230-9531

##### Life

**Submit New Life Claim**  
Option 2, then Option 4, then 1  
**Existing Life Claim Inquiries**  
Option 2, then Option 4, then 2

**Life Claims**  
PO Box 6100  
Scranton, PA 18505-6100  
Fax: 1-570-558-8645  
[lifecclaimsubmit@metlife.com](mailto:lifecclaimsubmit@metlife.com)

**Life Conversion**  
1-877-275-6387  
**Life Portability**  
1-888-252-3607

##### Vision

**Option 2, then 5 (Claims, Directories)**  
**Vision PPO** - Option 1  
**VisionAccess Discount Program** - Option 2

**MetLife Vision PPO Claims**  
PO Box 385018  
Birmingham, AL 35238-5018

**SafeGuard Vision Claims**  
PO Box 981987  
El Paso, TX 79998-1987

**Vision Directories**  
**Vision PPO:** [www.metlife.com](http://www.metlife.com)  
**VisionAccess Discount Program:**  
[www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)

#### Other MetLife Services

##### Eligibility

**Updates such as:**  
**salary, enrollments, terminations,**  
**COBRA**

**MetLife Eligibility**  
**PO Box 14593 Lexington, KY 40512-4593**  
Fax: 1-888-505-7446

**Overnight Mail**  
**MetLife Eligibility**  
2025 Leestown Road, Suite J  
Lexington, KY 40511-1000

##### Online Service Solutions

**Administrative Manual - FORMS**  
Product information and MetLife Forms  
[www.metlifeadminmanual.com/am1](http://www.metlifeadminmanual.com/am1)

**MetLink®**  
**[www.Metlink.com](http://www.Metlink.com)**  
**For Technical Support**  
1-877-9MetWeb  
(877-963-8932)

**MyBenefits**  
[www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)  
**For Technical Support**  
1-877-9MetWeb  
(877-963-8932)

##### Payments

**Regular Payments**  
**List Billed Groups**  
Metropolitan Life Insurance Company  
PO Box 804466  
Kansas City, MO 64180

**To Overnight a Premium Payment**  
Commerce Bank  
811 Main Street, 7th Floor  
Kansas City, MO 64105-2005

**Regular Payments**  
**Self-Administered Groups**  
Metropolitan Life Insurance Company  
PO Box 803323  
Kansas City, MO 64180-3323

##### Statement of Health (SOH)

**Statement of Health Inquiries**  
Option 2, then Option 4, then 3  
Fax: 1-888-505-7446  
**Email Form:** [METFESOH@metlife.com](mailto:METFESOH@metlife.com)  
**SOH Inquiries:** [LMSOH@metlife.com](mailto:LMSOH@metlife.com)

Like most insurance policies and benefit programs, insurance policies and benefit programs offered by Metropolitan Life Insurance Company and its affiliates contain certain exclusions, exceptions, waiting periods, reductions of benefits, limitations and terms for keeping them in force. Please contact MetLife for complete details.

**COUNT ON US FOR AN EXCEPTIONAL SERVICE EXPERIENCE.**

**Contact your MetLife representative today**

Customer-Focused Solutions | Exceptional Service | Proven Expertise

