

Post Implementation Payment Guide for MetLife



Implementation must be complete prior to payments being made.

Initial payments must be made via **ACH wire** or **check** and should continue until MetLife confirms EFT setup is complete.

- First payment **must** be made via check or ACH wire to MetLife. These are the only two available methods for the initial payment, regardless of EFT set up.
- Payments must continue to be made via check or wire until EFT set up is complete.

EFT can be set up to create automatic recurring payments.

It's important to note that EFT set up typically takes one to two billing cycles and that EFT **cannot** cover previous payments. This means that you must make manual payments (via check or ACH wire) while EFT is being processed for automatic payments. Since EFT set up can take one to two billing cycles, please plan to make your first one or two payments manually. This will ensure your account does not enter "past due" status. Once EFT set up is complete, you (the group's benefit administrator) will receive an email notification informing you that EFT set up has been complete. Until this notification, please continue to make manual payments.

Manual Payment Options:



ACH—is a wire payment made from your groups bank and is not recurring. Wire instructions below:

Commerce Bank
PO Box 419248
Mail Stop KCWT
Kansas City MO 64141-6248

- Metropolitan Life Insurance Company
- Routing # ABA # 101000019
- Account # 9990329
- **[*Your group name here*]**
- **[**Your group customer number here**]**



Mail in a payment to the address below. Please include your group name and group number along with your payment.

List Billed Groups

Metropolitan Life Insurance Company
PO Box 804466
Kansas City, MO 64180

Self-Administered Groups

Metropolitan Life Insurance Company
PO Box 803323
Kansas City, MO 64180-3323