MetLife | Life Insurance Claims

How to submit a life insurance claim

The loss of a loved one can be a challenging time for you and your family. On behalf of MetLife, please accept our sincere condolences. We want to help ease the stress that policy holders and their families often face by making the claim process simple. MetLife makes sure you experience a smooth claims process, so that you can receive your benefit payments quickly and easily.

We're here to help

Anyone can call MetLife to notify us of a loss. To open a claim, call us at **1-800-MET-6420 (1-800-638-6420)**. Our Customer Service Center is open Monday through Thursday, 8:00 a.m. to 8:00 p.m. EST, and Friday 8:00 a.m. to 5:00 p.m. EST.

Information you'll need when filing a claim by telephone

- The insured participant's SSN and policy group number (**147655**)
- Deceased date of birth, date of death, SSN, marital status at time of death, and legal state of residence
- If applicable, surviving spouse information, name, address, contact phone number, and SSN

What happens next

- The beneficiary of record will receive a claim package in the mail within 7 to 10 business days
- Beneficiary can submit claim form via mail, email, fax or online (Instructions provided in your claim package)
- Claim status updates are available via email or text message (Instructions provided in your claim package)
- We're committed to processing your claim as quickly as possible. Once we receive all your information, we're able to process a typical claim within 5 business days
- For burial/ funeral assistance, please work with your funeral home to prepare your funeral home assignment paperwork and submit it to MetLife with your claim form. If you have questions, please call **1-800-638-6420**

*** See below for more information on MetLife Advantages**

MetLife Advantages is a complementary program that can help ease the challenges and stress that policyholders and their families often face during difficult times.

Services include:

Will Preparation: Unlimited one-on-one consultations with an attorney, in person or by phone, to prepare or update a will, living will or power of attorney. Or, online documentation services to prepare or update a will, living will or power of attorney at WillsCenter.com or contact MetLaw Legal Plans at 1-800-821-6400.

Funeral Planning and Discounts: Discounts on funeral services through the largest network of funeral homes and cemetery providers with compassionate experts that guide you through the pre-planning process. Visit finalwishesplanning.com or call 1-866-853-0954.

Grief Counseling: Professional support with one-on-one sessions with a licensed counselor, in person or by phone, to help cope with a loss. Call 1-888-319-7819 or visit one.telushealth.com.

*** User name**: MetLifeassist **Password:** Support

Estate Resolution Services: Unlimited one-on-one consultations with an attorney, in person or by phone to settle an insured's estate including court representation (available with your Basic life plan). Call 1-800-821-6400.

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