

MetLife Auto & Home®  
9797 Springboro Pike  
Dayton, OH 45448-0002

MetLife Auto & Home

## MetLife Auto & Home is Here for You

---

At MetLife Auto & Home, we understand the difficulty surrounding the COVID-19 pandemic and all its uncertainty. We remain committed to ensuring our customers get the service they expect, maintain the coverages they need, and that we process all claims for all products in a timely manner.

Our team is here and ready to help, so that you can focus on the health and well-being of you and your family.

### MetLife Auto Relief Benefit

We understand you are likely driving fewer miles during this time, so our MetLife Auto® customers will receive a benefit equal to 15% of two months premiums.\* Policies that are active as of May 31, 2020, will automatically qualify for the MetLife Auto Relief Benefit. No customer action is required to receive the benefit. MetLife Auto & Home will automatically apply the benefit beginning in June.

\*New York State United Teachers (NYSUT) members who reside outside of the state of NY will receive a 15% credit of two months' premium, which will automatically apply to their next quarterly/monthly statement beginning in June of 2020. Customer service for NYSUT members can be reached at 1-866-NYSUT 22 (1-866-697-8822).

### Payment & Billing Leniency

Through July 1, 2020, we will not cancel nor non-renew any active policies due to non-payment and will waive late payment fees. We recognize the challenges of this situation and will do everything we can to assist in this time of need. If you have questions about your billing or payments, please contact us at 1-800-438-6381, so that we may work with you. If you work with an independent agency, please call your agency for assistance.

### Customer Service

Our service team has business continuity plans in place and will be responding to customer inquiries during this time. Please note that call wait times may be longer than usual. Customer service can be reached at 1-800-438-6381. If you work with an independent agency, please call your agency for service. You can access your account, or register your account, through the MetLife on-line service center at [www.metlife.com](http://www.metlife.com) > Support > My Account > Account Log-in OR Register.

### Claims

Our team is here 24/7 for all your claim needs. As the health of our customers and associates remains our highest priority, our claim adjusters may use alternative contactless approaches to help settle your claim, reducing person to person contact, as well as to address individual concerns during these times. If you need to file a claim, please contact us at 1-800-854-6011.

Thank you for choosing MetLife Auto & Home. Please visit our website for additional information regarding COVID-19.



**Maria Finckam**

President

MetLife Auto & Home® Companies

\*The MetLife Auto Relief benefit will be applied to the next billing statement. Subject to any required regulatory approval. Commercial auto policies are not eligible to receive the MetLife Auto Relief benefit. Liability premium ceded to the North Carolina Reinsurance Facility will not be included in the calculation of the benefit.