

Our team is your team.



Service is paramount to what we do

At MetLife, service is a promise we make to our customers to ensure your experience with us is exceptional at every touchpoint. It all comes down to our team of experts, dedicated to providing the service you need, when you need it. These specialists are backed by technology to streamline billing and administration and give you fast, easy access to the support and tools you need.

How we deliver on our promise



Proactive and flexible support

Every business is unique, so our benefits solutions are customized to your specific needs.



Timely response

Our people—and our efficient tools and processes—enable quick responses.



One-on-one guidance

We work hard to anticipate your needs and provide the right industry expertise and insights.

Our experts provide you with attentive, personalized service

You have a designated Client Service Consultant (CSC) to help meet all of your day to day needs with your MetLife benefits. Your CSC is surrounded by a team of subject matter experts, such a billing, who you can also contact directly if you chose. Our goal is to help ensure efficient processes with MetLife so that you can focus on what matters most.

What you can expect:



Specially trained, dedicated Client Service Consultants for all customers



15+ year tenure for our large customer CSCs



Seamless billing processes

Service — and people — you can count on

Our comprehensive approach to talent training and development ensures we're fully staffed, cross-trained, and ready to serve you. You can always talk to someone at MetLife who knows you and understands your business needs:



Client Service Consultants

As your primary day-to-day service contact, your CSCs are a reliable resource who will be with you every step of the way.

Financial Consultant (FC)

Your designated FC makes sure all billing is done quickly, accurately, and seamlessly. Your FC will be your day-to-day contact for all billing and financial support.

Account Executive

Your overall relationship manager who handles renewal negotiation and coordination and advises on growth strategies and industry trends.

Account Manager

Supports your account executive through coordination of annual enrollment and proactive management.

Subject Matter Experts

A deep bench of subject matter experts, ready to serve you from implementation to claims.

Agility for the real world



Stay ahead of trends with our in-depth industry expertise and insights.



Get the information you need fast — our online portal offers a streamlined and efficient user experience.



Choose how you work with us — whether it's how we bill or your preferred method of communications, we stay flexible and work with your processes.

Why MetLife

MetLife puts people first with a relationship-driven service model built to help you succeed. We look forward to partnering with you and evolving to support your business today and into the future.

▶ **Contact your MetLife Representative to learn more.**

MetLife.com

Availability of products and services is based on MetLife's guidelines, group size, underwriting, and state requirements. 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.

