

Service and people you can count on.

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 small business experts provide you with attentive, personalized service

You'll have a single point of contact for all your needs, supported by a dedicated team of subject matter experts. We help you stay focused on what matters with efficient processes and technology.

What you can expect:



Enhanced implementation process

Cases implemented in <7 business days*



1 business day response time



Same-day response for simple inquiries received by 2pm ET

*Not applicable in all cases

Our team is your team

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 Consultant (CSC)

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

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.

Fast, easy access



Take advantage of self-service—our online portal is designed for a streamlined and efficient user experience.



Get the guidance you need with our series of how-to videos that walks you through registration, employee adds/changes, SOH status, billing and more.



Receive a same-day email response for simple inquiries such as form requests, bill copies, and renewal letters.

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 as it grows.

▶ **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.

