

Move forward with confidence

You have the MetLife service team by your side.

An exceptional service experience starts with an exceptional team. We're here to help brokers and our mutual customers with everything from implementation to billing to claims. Meet the experts who are here to support you every step of the way.

Broker Expertise



Account Manager (AM)

“Can we meet to discuss our customer utilization rate?”

- Partners closely with your AE
- Provides Renewal and Plan Design consultation
- Serves as point of contact for broker escalations
- Coordinates benefit fairs, enrollment meetings and communication materials



Account Executive (AE)

“Where are the growth opportunities based on current trends?”

- Provides guidance and leadership throughout the sales process
- Helps find synergies by bundling across the portfolio
- Handles renewal negotiations

Employer Expertise



Client Service Consultant (CSC)

“When does this claim need to be submitted?”

- Primary point of contact for customers
- Works with our dedicated experts to quickly answer inquiries
- Assists human resources teams with general process questions, enrollment materials, problem-solving, reporting and billing



Financial Consultant (FC)

“When will our payment be credited in the portal?”

- Supports any billing inquiries
- Serves as your billing maintenance expert, from SAP template support to List Billing
- Functions as your billing auditor for accuracy and timeliness to resolution
- Acts as your payment supervisor, ensuring accurate application to feed broker commissions



Disability Customer Advocate (DCA)

“Can an employee take Short-Term Disability and FMLA at the same time?”

- Collaborates with Claim Operations
- Quickly answers day-to-day claim inquiries
- Offers direct access via live chat
- Helps customers with concurrent claims
- Tracks claim escalations and investigates causes



Implementation Leader

“Can you help us align with HR on implementation?”

- Coordinates all implementation activities
- Communicates clearly regarding timelines and deliverables
- Confirms that benefits program is up and running with:
 - Complete contractual documents
 - Access to MetLife online portals
 - Handoff to your ongoing CSC

Our team is your team

Your MetLife team shares these core values:



Dedicated

Our model provides a single go-to resource for all customer service needs, focused on your book of business.



Responsive

Our service team is backed by a dedicated, cross-functional team of on-boarding, billing and claims experts.



Accountable

We work together to meet timelines, deliver solutions and resolve issues.



Simple

Customers can rely on a consistent team to execute implementations seamlessly and solve unique challenges.



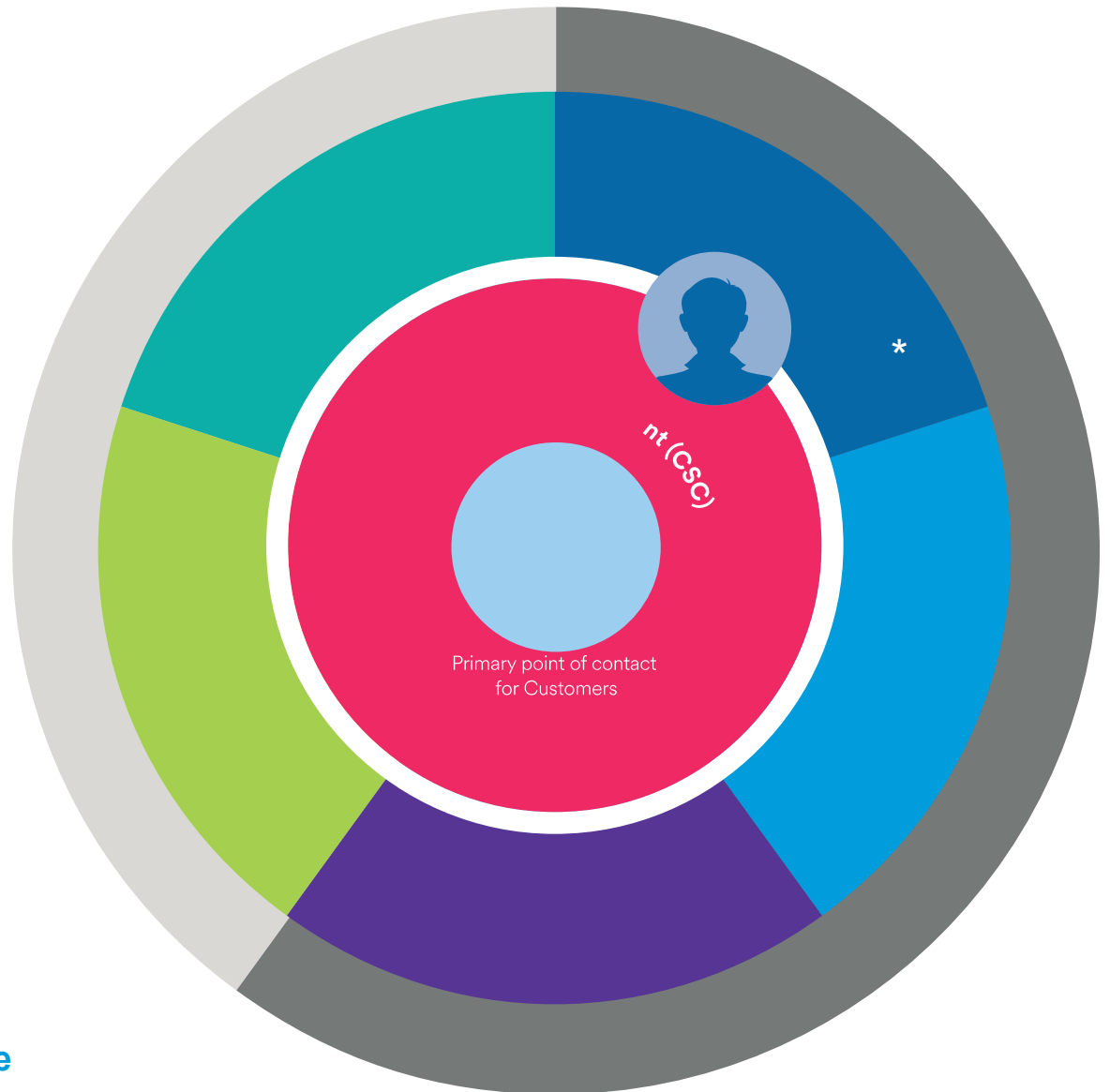
Proactive

We function as an extension of our customers' HR teams to anticipate needs and provide solutions.



Insightful

We share relevant insights and recommendations based on our experience and research.



Contact your MetLife representative to learn more or visit [metlife.com/regional-service](https://www.metlife.com/regional-service)

*Applicable to 100+ lives