



## How to submit a MetLife Life or Accelerated Benefit Option (ABO) claim

MetLife makes it easy to file Life Insurance claim(s). The following information explains how to report a Life claim and what to expect.

Reference ADP TotalSource as your employer

# 1



Contact MetLife at  
**877-ADPTS01 / (877-237-8701)**

The Claims Center is available  
Monday through Friday,  
8:00 a.m. – 11:00 p.m. Eastern Time

# 2



Provide Employee Full Name, Social Security Number, Worksite Employer Name and Employee Last Day Physically Worked, if applicable.

MetLife will obtain evidence of enrollment and Beneficiary Designation(s) from ADP TotalSource's enrollment platform.

# 3



After a claim has been submitted, supporting documentation can be submitted four convenient ways:

- **Life Beneficiary Claim Portal:** Log in or setup an account at [metlife.com/lifeclaims](https://metlife.com/lifeclaims)
- **Mail:** MetLife Group Life Claims, P.O. Box 6100, Scranton, PA 18505-6100
- **Email:** [LifeClaimSubmit@metlife.com](mailto:LifeClaimSubmit@metlife.com) - Place claim number in the subject line of the email.
- **Fax:** **570-558-8645** - Place claim number on the fax cover or top page of the documents.

### Life Claim Process

The following will occur upon receipt of the Life claim:

- MetLife will assign a claim number.
- MetLife will generate a claim kit and mail to the beneficiary for completion.
- Beneficiary completes the Claimant’s Statement and returns it to MetLife along with a certified copy of the death certificate.
- The information from the Claimant’s Statement and death certificate are reviewed by MetLife.
- If determined the claim is in good order, Benefit Payment is issued by either paper check, EFT or Total Control Account within 5 – 10 business days of receipt of all information.
- If the claim is **not** in good order, MetLife will request further documentation needed to complete review.



#### Benefits of submitting your claim online:

- Get your claim reviewed faster
- Upload supporting documents
- View your claims status online

### Life Beneficiary Claim Portal

#### 3 Simple Steps:

- Login or setup an account by going to [metlife.com/lifeclaims](https://metlife.com/lifeclaims).**
- Complete the form online.**
- Upload pictures of supporting documents such as the death certificate.**

MetLife Group Term Life insurance is issued by Metropolitan Life Insurance Company, 200 Park Avenue, New York, NY 10166 under Policy Form GPN99/G2130-S.

