

# Gulf Medical and Individual Claims Report for 2017-2019



**Our experience and superior standards demonstrate our commitment to paying claims quickly and fairly.**



We go out of our way  
**to pay what  
we say**

## **We make customers' lives easier**

We're constantly working to make sure our customers have the right tools and personal support to submit and track a claim—quickly, conveniently, seamlessly.

## **We go above and beyond**

We're not only committed to paying our claims; we're also passionate about helping customers prevent illness to further protect their wellbeing.

## **We have proven experience**

We've been providing transparent, customer-centric insurance services to individuals and businesses across the Middle East since 1962.

We support our customers in their greatest times of need

# At MetLife, we're dedicated to protecting our customers, no matter what... anytime, anywhere

Over the past  
**3 years** we  
have paid over

# \$885,000,000

to our customers  
in medical and  
individual claims



\*Excludes maturities and surrenders paid on investment life policies between 2017-2019 which amounts to over \$803M

Over  
**\$808,000**

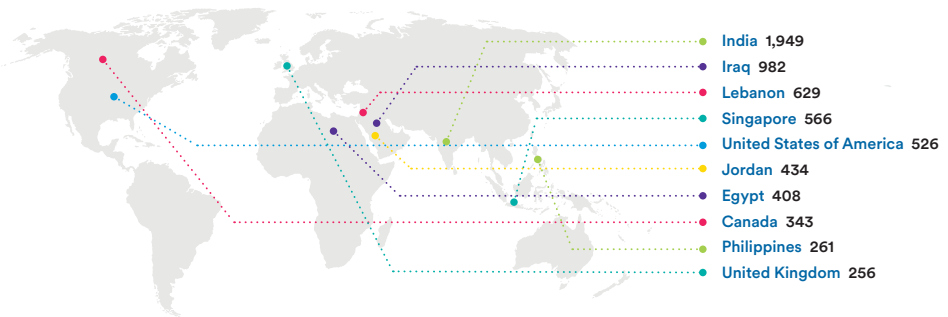
In claims paid out every day

Over  
**70 countries\*\***

to which we paid Gulf medical  
and individual claims, globally

Over \$176M cross-border payments outside of the Gulf made for medical and individual claims

Below shows the top 10 countries which had the highest volume of claims within the period.



## Did you know?



All our life products allow for worldwide portability,\*\* and our medical plans offer off-shore treatment options.



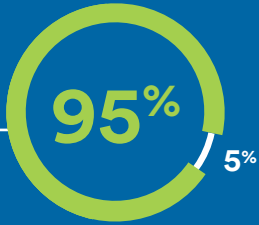
We provide Critical Illness protection for non-Gulf residents, such as university students studying abroad.

\*\*MetLife does not pay claims to sanctioned countries.

Our commitment to paying individual life and protection claims in the Gulf

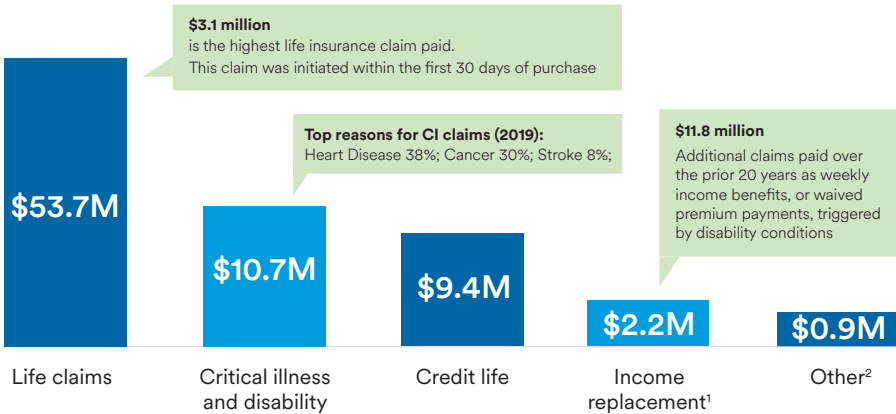
# Individual life and protection solutions are an essential part of a sound financial plan

**MetLife's successful claims payout**  
 (payments of medically eligible individual claims which is 1% more than prior reporting period from 2016-2018)



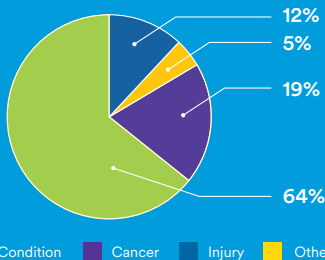
**Unpaid claims**  
 (eligible claims not paid due to non-disclosure or pre-existing exclusions)

## Individual life and protection claims payout by benefit type



1. Weekly cash benefit or waived premiums due to disability  
 2. Includes hospitalization and medical cash benefits

## Causes for Life Claims



Youngest life claimant  
**19 years**



Average life claimant  
**52 years**



Oldest life claimant  
**92 years**



Our commitment to paying individual life and protection claims in the Gulf

# MetLife is here to support our customers and their loved ones and keep their future and security intact

Top reasons for all filed individual claims

11%

Caused or related to cancer

34%

Caused or related to heart attacks and strokes

40%

Caused or related to injuries

It's never too early to start thinking about protecting your family with life, accident or critical illness cover. Below are some claims statistics based on MetLife's claims experience in the covered period (2017-2019):



The youngest **Critical Illness** claimants were both **2 years old**



The youngest claimant for **Heart Condition** was **11 years old** while the youngest **Cancer** claim was **3 years old**



The youngest overall **Accidental & Health** claimant age was **2 years old** for a burn related injury

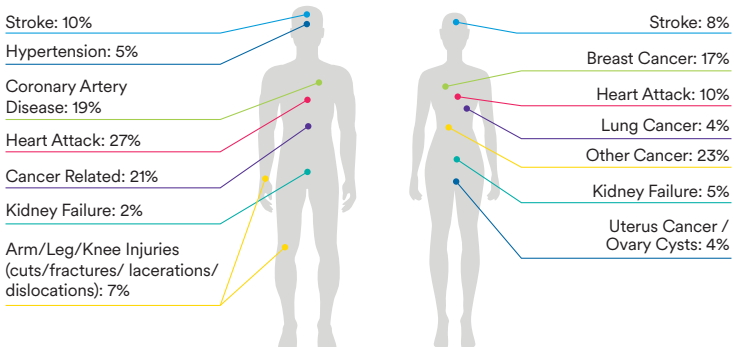


The average age of an individual who has been treated for any type of **Cancer** is **49 years**



The average age of an individual who has suffered from a **Heart Attack or Stroke** is **51 years**

## Top Critical Illness claims (% occurring in last 3 years) by gender



Our commitment to paying medical claims in the Gulf

# We understand the importance of claims to our customers, so we prioritize the efficient payment of claims every day

We go above & beyond to provide **holistic coverage**, even including dental & optical.

over  
**\$808M**

paid for medical claims over the past 3 years

over  
**3,200**

network providers, and growing

over  
**\$34.5M**

paid for optical and dental support over the past 3 years

## Top categories of medical coverage expenditures 2019 snapshot



Many of our claims are for common conditions and infections, which if neglected, can develop into something more serious. We're here to support you for any claim, big or small.

### Top diagnosis for claims\*

**\$5.9 M**

Hypertension

**\$5.5 M**

Upper respiratory infection (URTI / URI)

**\$10.1 M**

Diabetes Type II related conditions

\*Excludes maternity related conditions

**Did you know?**

**95%** of our medical claims go through straight through processing

**80%** of our customers are satisfied with our cash-claims servicing

We make claiming simple

# We're constantly looking to empower our customers with tools and services that improve their lifestyles and claims experience

Over **99%** of our customers preferred making medical claims through **myMetLife**

## Medical claims services:



### 24/7 emergency customer support

Timely personal assistance, available in both English and Arabic, to help customers during the claim process.



### Claims made easy with myMetLife

Our innovative, easy-to-use online platform makes the claim process faster and more convenient. myMetLife allows customers to submit, track a claim or even upload supporting documents through their mobile phone—at anytime, anywhere.

## Individual claims services:



### Accelerated Claims Payout Benefit

Upon receipt of a death certificate, we will immediately pay \$10,000 whilst the claim is under review, to ensure beneficiaries can focus on what really matters.\*

\*for select products; T&Cs apply



### Advanced claims support for customer with critical conditions

We arrange for examination and home visit for disabled or critically ill insureds, for claims filing support and follow-ups.

## Individual health and prevention initiatives:



### Second Medical Opinion

Our built-in Second Medical Opinion provides our customers with a second consultation with renown US medical specialists to validate their initial diagnosis and treatment plan if diagnosed with a major illness.



### MetLife Discount Card

For select products, Individual insurance customers and their immediate family members enjoy exclusive discounts ranging from 7% to 50% on Optical, Dental, and Pharmaceutical products and services to support their wellbeing and health.

## Did you know?



Medical expenses for treatment are on the rise, increasing approximately **13%** each year in the Gulf\*

\*Source: <https://www.thenational.ae/uae/health/gulf-healthcare-costs-expected-to-soar-report-shows-1.970574>

## Claims testimonies

# Putting customers and their beneficiaries first, when it matters the most



Scan or click the QR code to watch our claims stories and learn more about the ways in which we go above and beyond to support our customers:

### We make customers' lives easier



One customer purchased a high value life insurance policy, and died two weeks later. Hear how we supported the family in this shocking and devastating time.

### We have proven experience



Learn how we guided our customer's wife through the claims submission process, even as she had to leave the country midway through the process.

### We go above and beyond



When mobility challenges presented a problem in gathering the required claims documentation, we were there to help.

## MetLife globally

**+152**  
years of operation

**~48,000**  
employees

Provide service and products in  
**40+** markets

**No. 44** on the 2019  
Fortune 500® list

**\$687.5 billion**  
in combined managed assets<sup>1</sup>

### Financial Strength Ratings for Metropolitan Life Insurance Company<sup>2</sup>

Moody's Investor Service Aa3    Standard & Poor's Ratings Services AA-    A.M. Best Company, Inc. A+    Fitch Ratings AA-

## MetLife in the Gulf

MetLife offers Life, Accident & Health insurance along with savings products to individuals and corporations.

Present for over:  
**65** years

Operations in:  
**5** countries  
in UAE, Bahrain, Kuwait,  
Oman and Qatar

Listed as Participating  
Insurer under  
**DHA**

Number of employees:  
**Over 700**

Brand that Understands its  
Customers, Flexible, Future  
Oriented, and Genuine

**#1** in the  
UAE<sup>3</sup>

Number of customers:  
**700,000+**

<sup>1</sup> As of 12/31/2018. Includes all assets managed by MetLife Investment Management. See page 4 for non-GAAP financial information, definitions, and/or reconciliations.

<sup>2</sup> As of 1/20/2019. Ratings apply to Metropolitan Life Insurance Company financial strength and claims-paying ability and not the performance of any products. Please see [metlife.com/about/corporate-profile/ratings](http://metlife.com/about/corporate-profile/ratings) for current financial strength ratings.

<sup>3</sup> IPSOS - Insurance Brand Healthy Study - Retail Insurance Category 2019.

## Awards and Recognition



**Life Insurance Company  
of the year 2014, 2015,  
2016, 2018 and 2019**



**Proudly awarded  
Health Insurer  
of the Year 2020**



- **2017:** MetLife entered into an exclusive partnership with LIMRA, a worldwide research learning and development organization, to provide a first of its kind, globally recognized certification to MetLife's key bank partners in the Gulf.
- **2018:** MetLife Gulf received an award for excellence in Digital Transformation at the prestigious Digital Excellence Awards Ceremony of the 3rd annual Conclave event.
- **2018:** MetLife entered into 5-year strategic partnership agreement with the largest bank in Oman.

Scan or click the  
**QR code** for key  
terms and definition



All statistics are based on Gulf policies. Countries include: UAE, Bahrain, Kuwait, Oman and Qatar.

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Founded in 1868, MetLife has operations in more than 40 countries and holds leading market positions in the United States, Japan, Latin America, Asia, Europe and the Middle East. For more information, visit [www.metlife.com](http://www.metlife.com).

MetLife is a pioneer of life insurance with a presence of nearly 65 years in the Gulf. Through its branches and distribution partners, MetLife offers life, accident and health insurance along with retirement and savings products to individuals and corporations.

For more information, visit [www.metlife-gulf.com](http://www.metlife-gulf.com).

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- American Life Insurance Company licensed by Qatar Financial Centre Authority - QFC No. 00036.
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