e-Services User Manual

How to Register to e-Services

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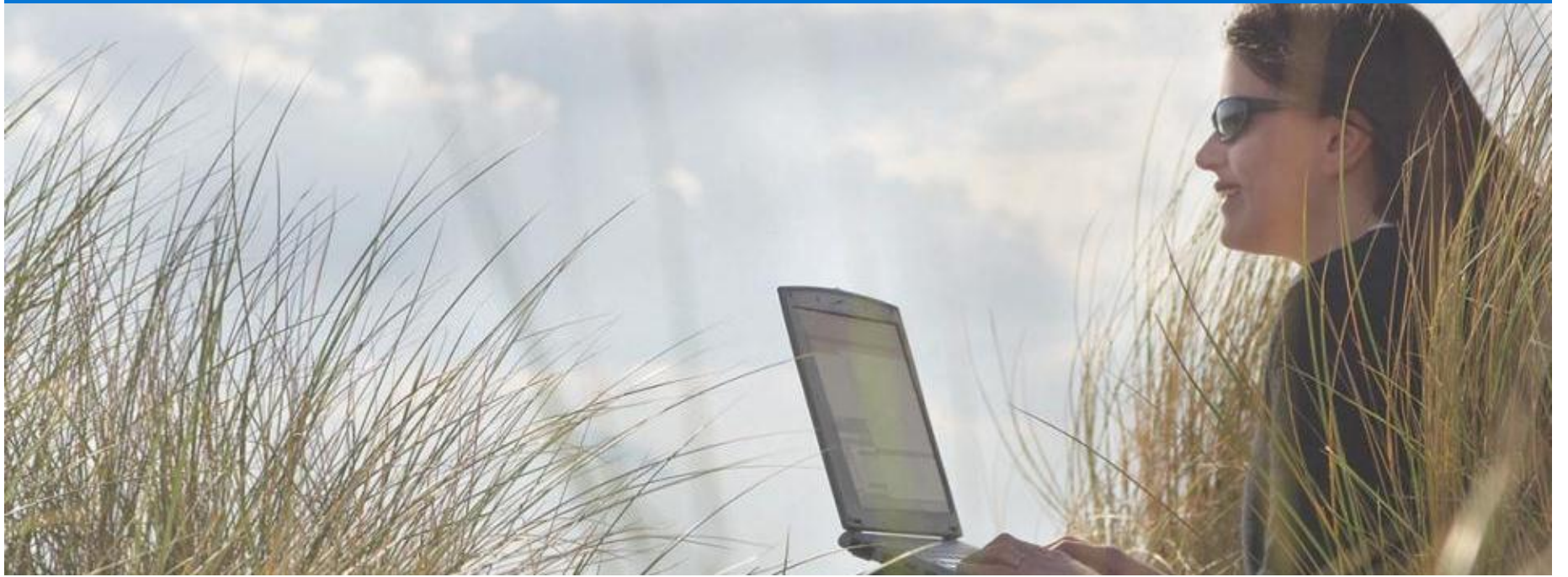

E-SERVICES | *A State Of The Art Online Portal*

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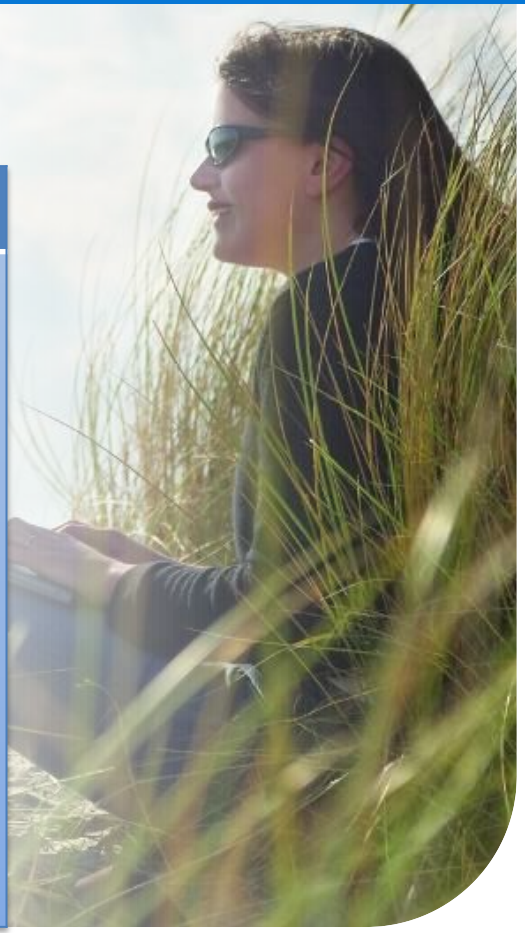
e-Services is a state of the art online portal that will allow you to access and view your policies.

KEY FEATURES	BENEFITS
• Portfolio Inquiry: Member and dependent details • Coverage details and table of benefits download • Claims summary • Change beneficiary • Dependent addition • Dependent termination • Photo and document upload	• Complete coverage, benefits & beneficiary information • Submit cash claims • Monitor claims and pre-approvals • Edit profile information • Search for medical providers • Download forms • Print / request for certificates • Request for temporary / replacement Medical Cards



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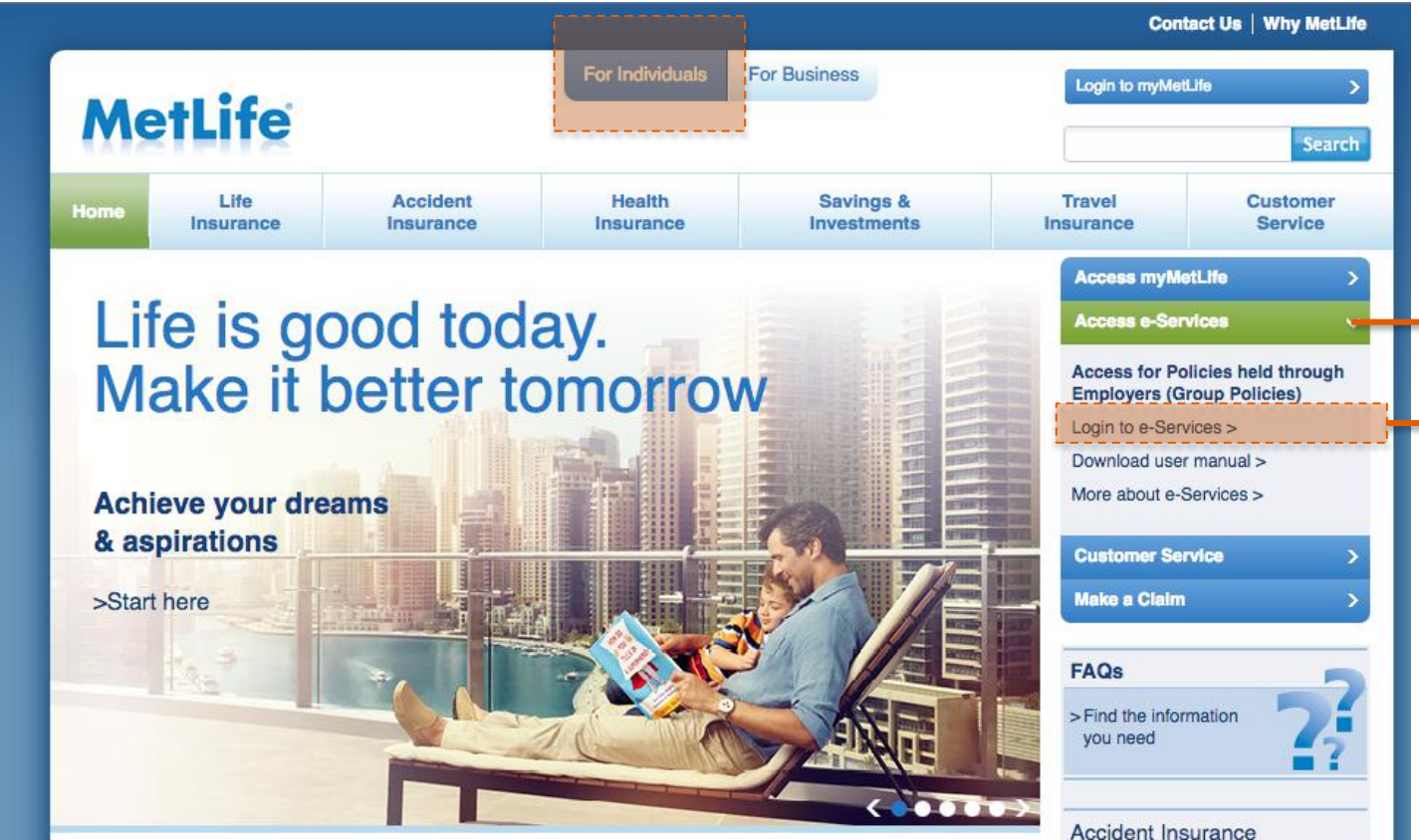
The minimum requirements to access the e-services portal

- Internet Explorer 7 or higher
- Ensure that your Pop-up blocker disabled

LOG IN

LOGGING IN

Accessing our website through the Individuals pages



Visit www.metlife.ae

Go to "**Access e-Services**"

Click on "**Login to e-Services**"

LOGGING IN

Accessing our website through the Business pages

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Contact us | Why MetLife for Business

For Individuals | For Business

Login to e-Services

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Search

Home | Employee Benefits | Group Life & Disability | Group Medical | Pensions and Savings | Pre-Packaged Solutions | Customer Services

Employee Benefits

The success of any corporation lies in its people's skills. The right employee benefits help you attract the most capable staff.

>Discover more

Customer Service

Download a form >

Find our offices >

More support tools >

Claims >

Wellness Initiatives >

Medical Provider Locator >

Contact Us

First name*

Last name*

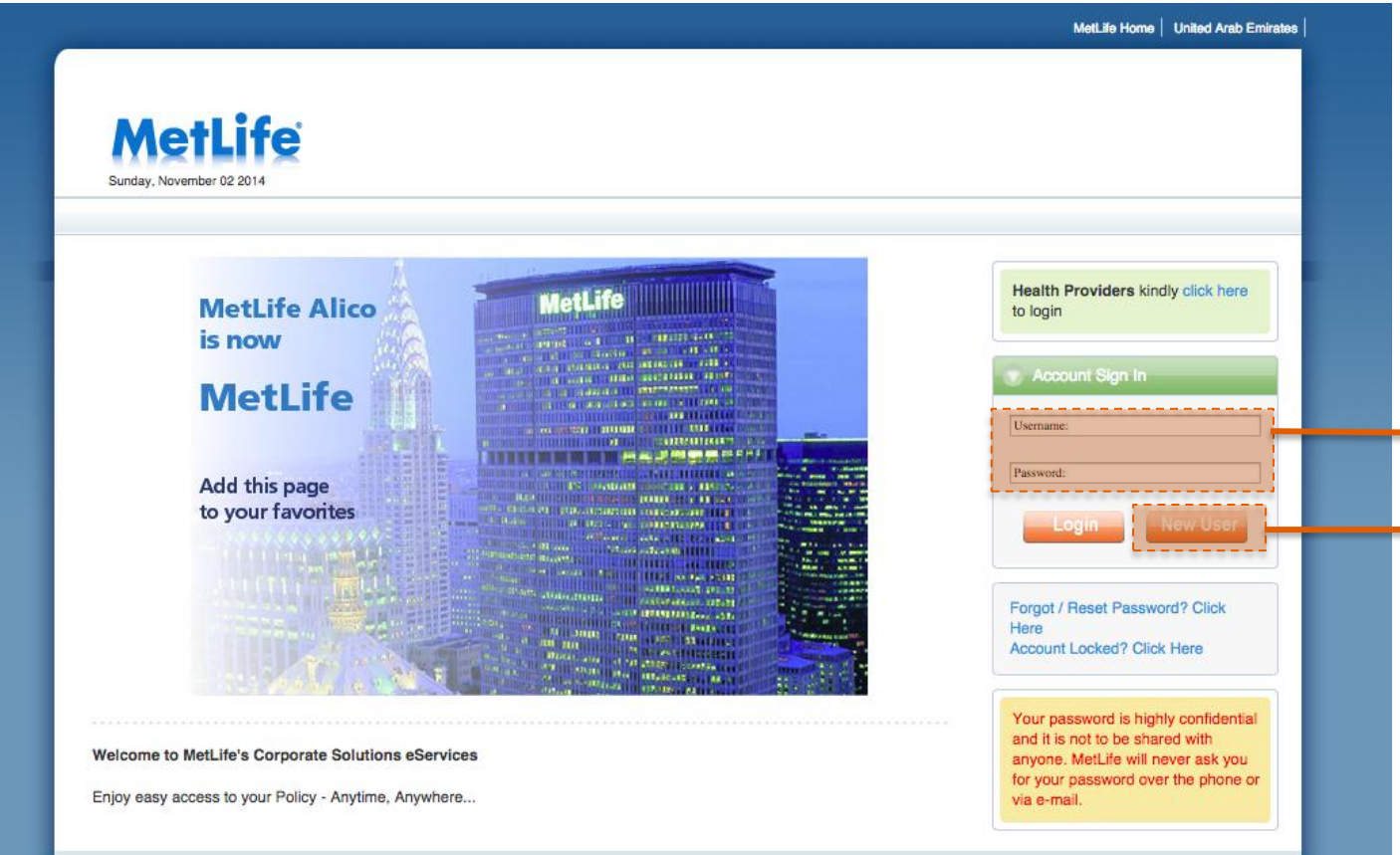
E-mail address*

Visit www.metlife.ae

Click on "**Login to e-Services**"

LOGGING IN

Directly accessing e-Services website: www.eservicesgulf.metlife.com



Enter your Username & Password then click on "**Login**"

Click "**New User**" to begin registration

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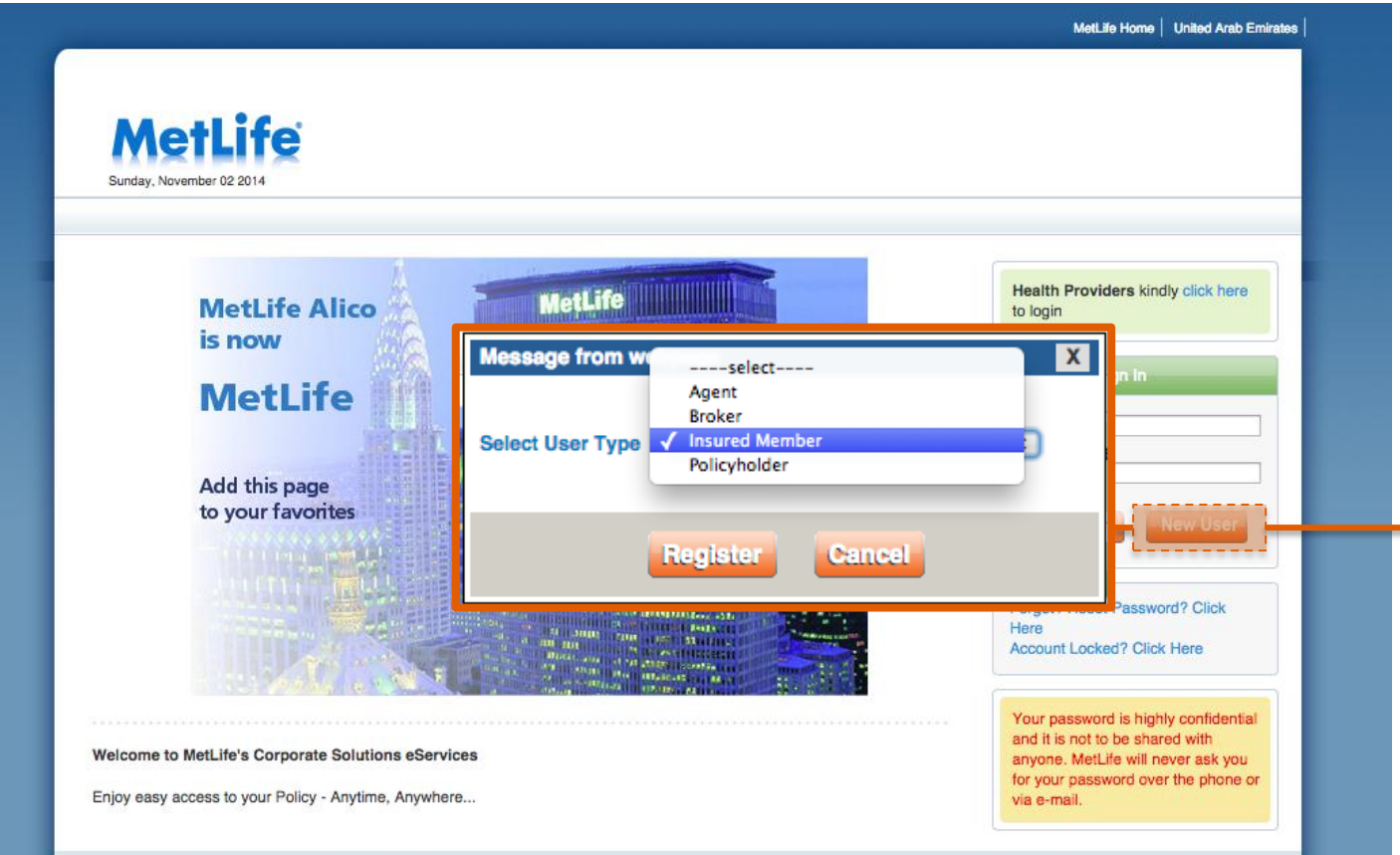

Once you click on "**New User**" a window will pop up,

Select your access type:

Agent

Broker

Insured member

Policyholder

Then click on "**Register**"

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Tips that help you during the registration process.

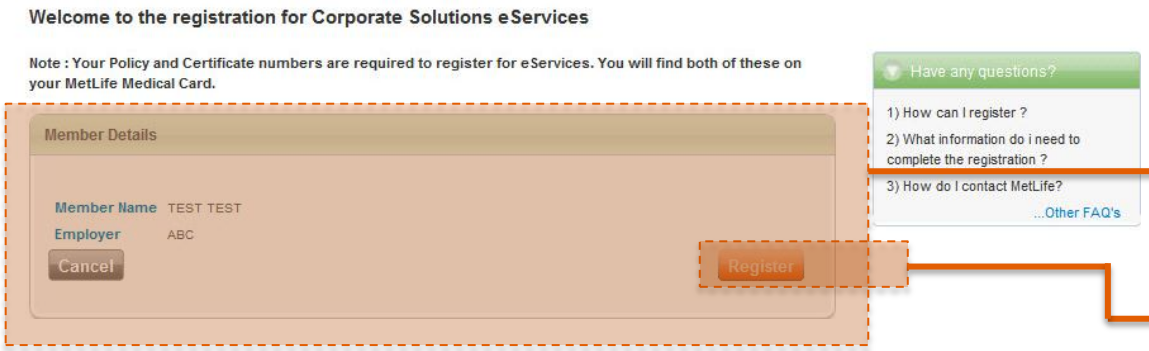
1 Enter your Policy Number

2 Enter your Certificate Number

3 Enter your date of birth

4 Click on "**Submit**"

NOTE: The Policy and Certificate numbers are available on your Medical Card



After clicking on submit, the system will show:

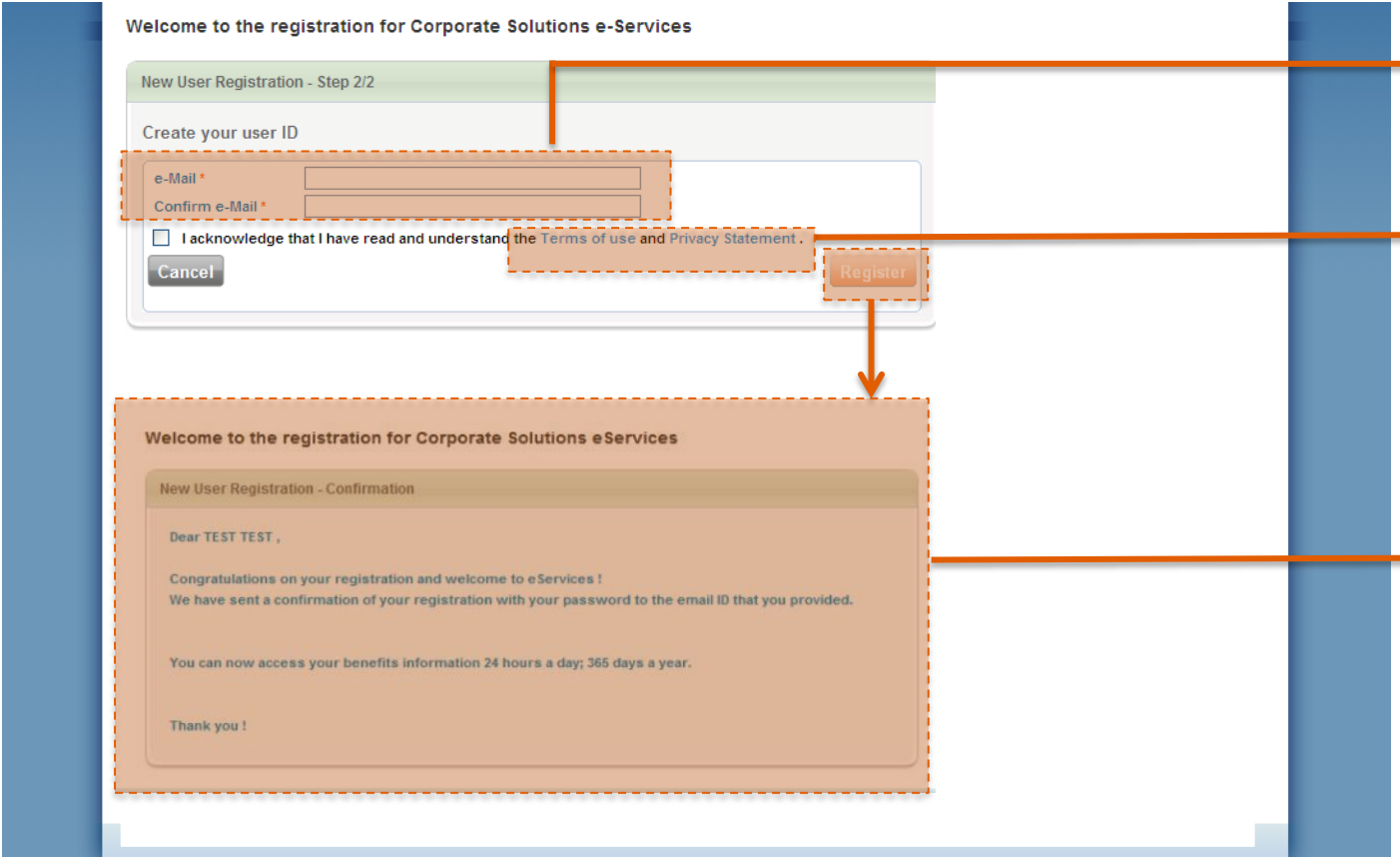
- Your Name and
- Your Employer

Review your Member Name and Employer

If your Member Details are correct, click on "**Register**"

NOTE: If your member Details are not correct, please contact your HR Department

REGISTRATION | *Step 2*



Enter your email address in both fields (as your user ID)

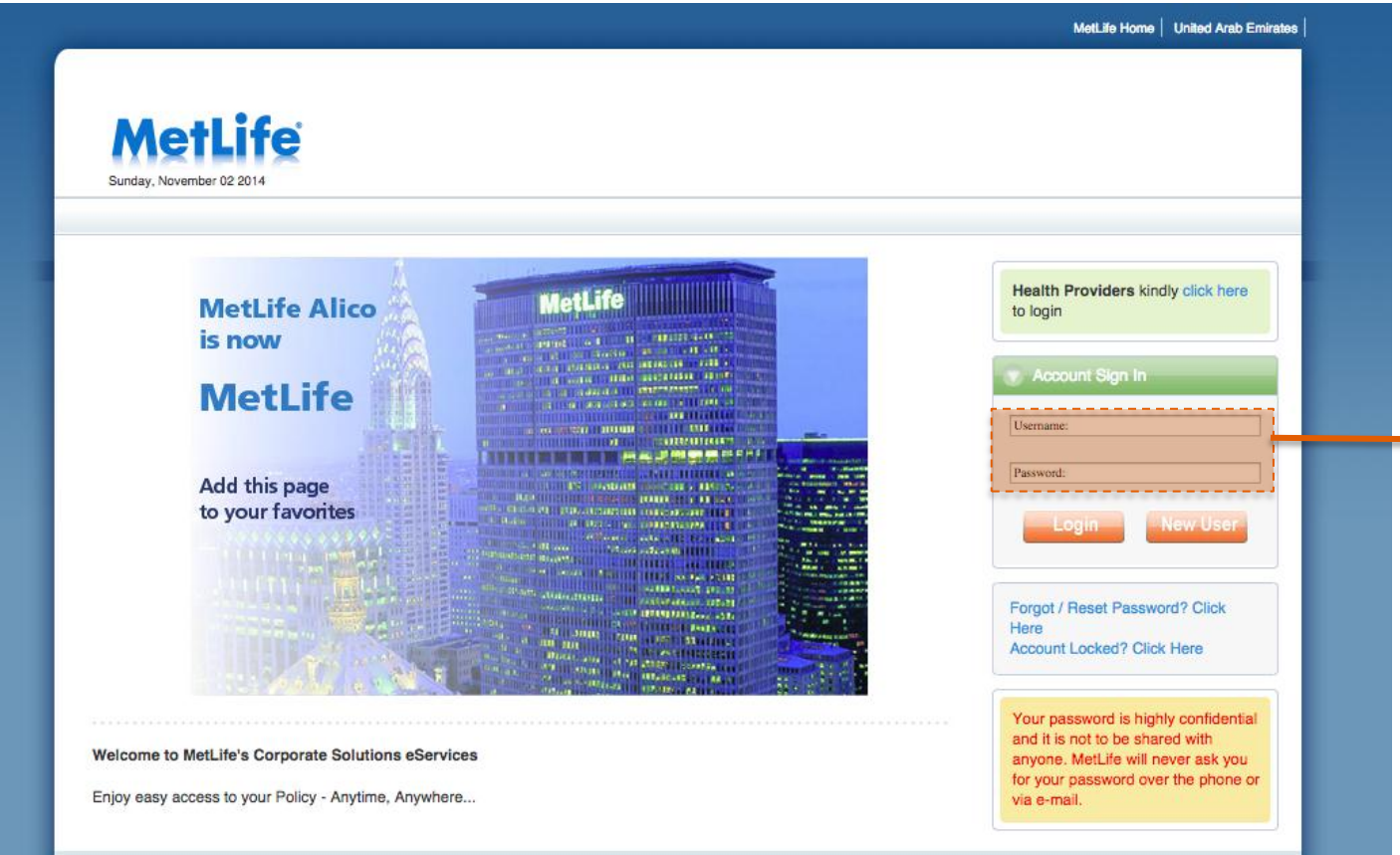
Read the Terms and Conditions before acknowledging then click on "**Register**"

Once you click on "**Register**", you will receive your password by email

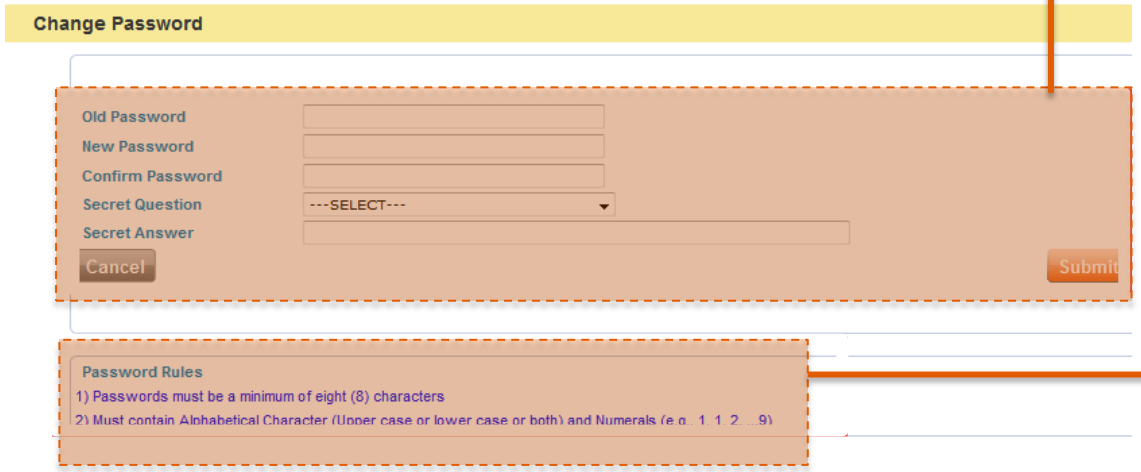
Click on the hyperlink on the email to proceed to log in

LOGGING IN

First time Login



Log in using your username and the password provided to you by email after registration



Once you login, the system will automatically prompt you to create a new password and set-up a secret question.

NOTE: Please make sure you follow the Password Rules:

Make sure you've selected a password that is of a length between 8-13, and is alphanumeric (A-Z, a-z, 0-9)

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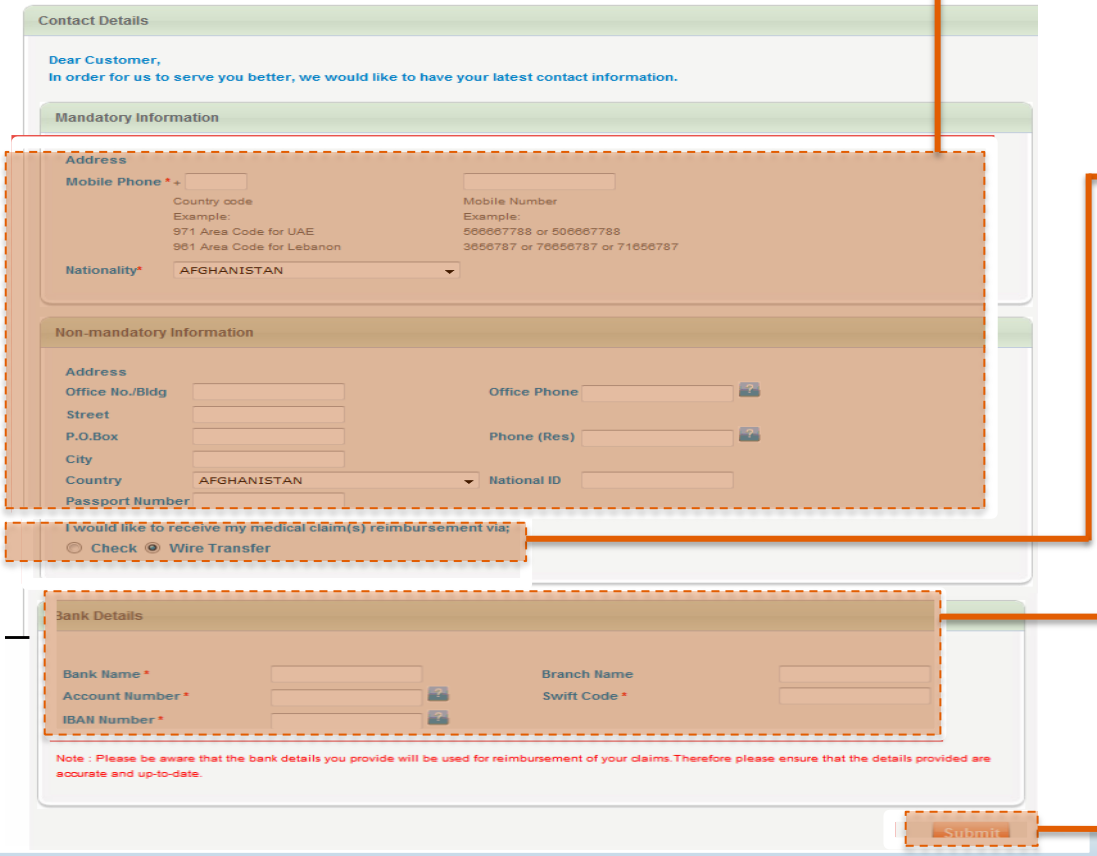

Enter your personal information, your address & contact details

Select your preferred mode of payment

If mode of payment selected is "**Wire Transfer**", you need to enter your bank details

Click "**Submit**"

NOTE: The page will be automatically pre-populated if you have already provided this information

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