

myMetLife

How to login the first time

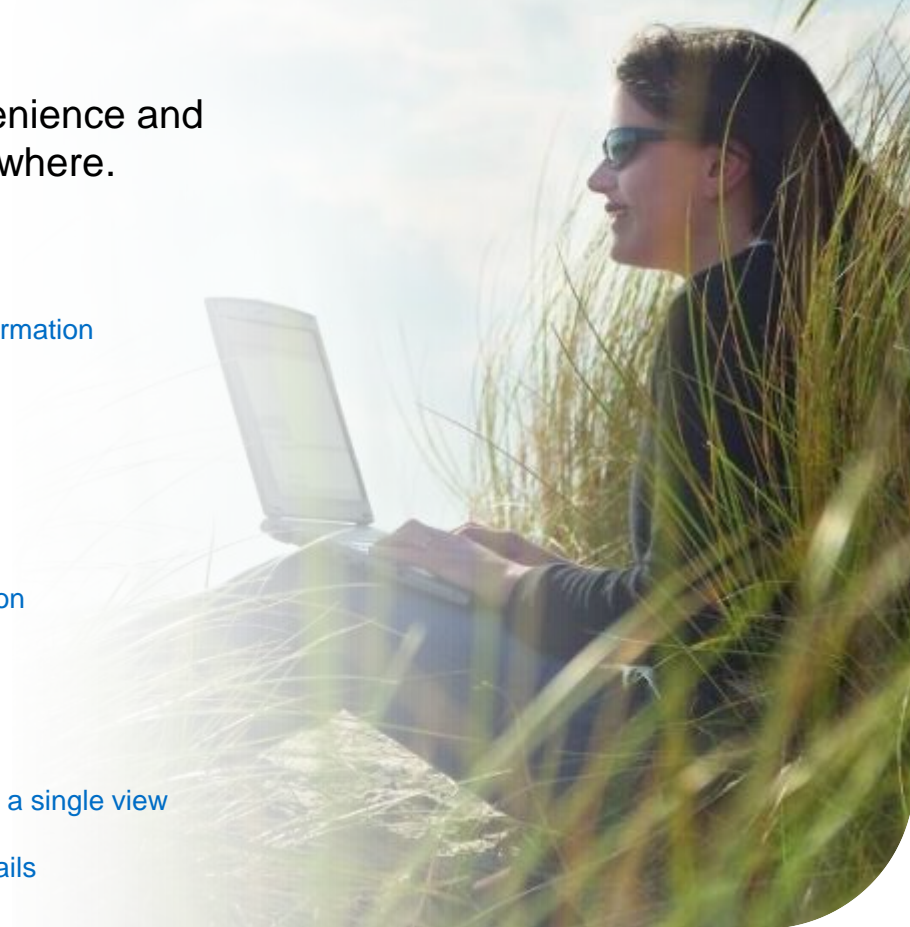
MetLife



myMetLife is an online platform that offers convenience and security in managing your plan anytime and anywhere.

myMetLife also allows you to:

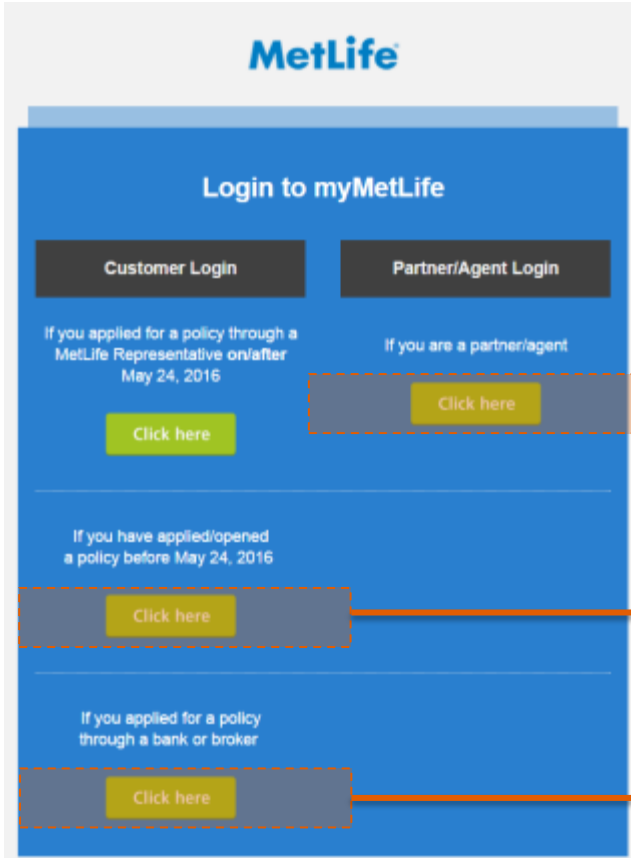
- View your policy(ies) information
- Monitor underlying funds
- Pay premiums online
- View payment history
- Update contact information
- Report claims
- Download forms
- Link multiple policies into a single view
- View MetLife contact details



FIRST TIME LOGIN

The screenshot shows the MetLife website homepage. At the top, there are navigation tabs for "For Individuals" and "For Business". The MetLife logo is on the left. Below the logo is a horizontal menu with items: Home, Life Insurance, Accident Insurance, Health Insurance, Savings & Investments, Travel Insurance, and Customer Service. A large banner on the left features the text "Life Insurance Company of the Year in the Middle East" and "Our promise of highest standards recognized with an award". To the right of the banner is a photograph of a family celebrating a birthday. Below the banner is a logo for "1st MIDDLE EAST INSURANCE INDUSTRY AWARDS 2014". On the right side of the page, there is a "Login to myMetLife" button at the top, which is highlighted with a dashed orange box. Below it is a search bar. Further down is a green "Access myMetLife" dropdown menu, also highlighted with a dashed orange box, containing "Access for Individual Policies", "Login to myMetLife >", and "More about myMetLife >". Below this are blue buttons for "Access eServices", "Customer Service", and "Make a Claim". At the bottom right, there is a section for "Employee Benefit Trends Study" with a "Download the Study" link and a "FAQs" link.

To access myMetLife, click on any of these 2 selections



Click here if you are a partner or agent

Click here if you have or applied for a policy before May 24, 2016

Click here if you have a policy from a bank or broker

MetLife

Welcome to myMetLife

MetLife's secure online services where you can manage your insurance policies - anytime, anywhere

Account: Customer Sign In

Username: Username

Password: Password

Login

[Forgot password?](#)

[Account Locked?](#)

[Trouble Signing In?](#)

[New user - Register Now](#)

To login the 1st time,
Click on “New User”

How can myMetLife help you?



Update Contact Details



Link my Policies



View Funds Fact Sheet



Claims Notifications

Welcome to the registration for myMetLife

Our two step registration process is simple and easy.

1 Verification

Enter your policy number and password that has been issued to you by MetLife.

If you have not received password, please click here.

2 Create your username and password

Once the initial registration is complete, you will be able to log on and access your account quickly and easily.

Cancel

Continue

Note: The features and functionality of myMetLife are subject to change and may vary by location and/or product type. Please see our online [Terms of use](#).

Have any questions?

1. How can I register?
2. What information do I need for registration?
3. I have not received a password. What do I do?

[Other FAQ's >](#)

If you have not received any password to login, **“click here”**

[\(Continuation Page 8\)](#)

If you have received your password, click on **“Continue”** to start the registration process

[\(Continuation Page 9\)](#)

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Issue Policy Password

Insured's date of birth:

Policy Date:

Premium:

Payment frequency: SINGLE-PREM

Registered email address:

Submit Cancel

Need assistance from our customer service representative? [Please click](#)

All you need to do is fill the information and click on **Submit**. You will then receive an email with the password to login for the 1st time

Registration - Step 1 : Verification

myMetLife is a secure online portal that allows access to your policy details anytime, anywhere.

You can link all your policies, see their status, make address change requests (in selected locations) and manage your online account.

Enter your policy number and password

Policy number:

Password:

Cancel

Continue

Note: If you have more than one policy with us, you will be able to link all or any of them to your single username of our online service. Just select our 'Link Policy' option after logging in and follow the instructions.

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Have any questions?

1. How can I register?
2. What information do I need for registration?
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Other FAQ's >

Start by entering your Policy no.

Then enter the password you've received by email

Click on "Continue"

After clicking on "Continue", you will be redirected to a page to complete the final step in the registration process: creating your personal username and password ([page 10](#))

Registration - Step 2 : Create username and password

Email: Reconfirm email:

New password: Confirm password:

Your new password must be 8-13 alphanumeric characters (A-Z, a-z, 0-9) long, start and end with a letter and contain at least two numbers.

Secret question: Answer:

I agree with the [Terms of use](#)

Note: If you have more than one policy with us, you will be able to link all or any of them to your single username of our online service. Do keep your policy numbers and associated passwords ready and then its easy! Login and use our "Link Policy" option!

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2. What information do I need for registration?
3. I have not received a password. What do I do?

[Other FAQ's >](#)

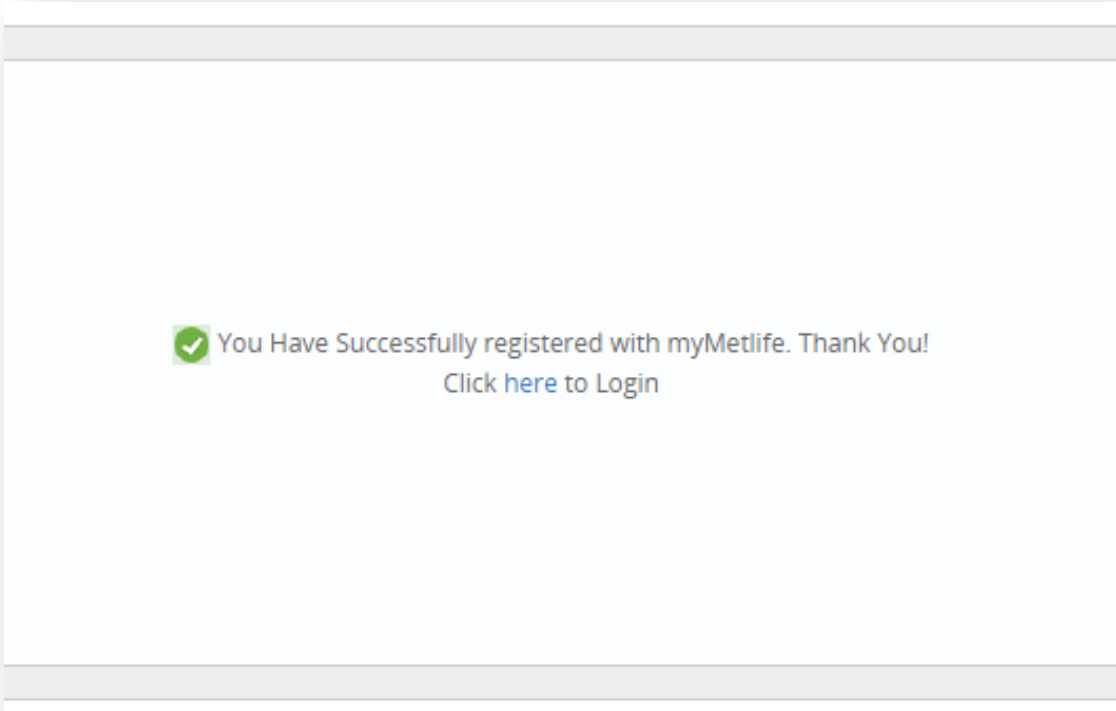
In this final step, all you need to do is enter your email address, new password, select the secret question and type its answer.

Guidelines for your password:

- 8 to 13 alphanumeric characters
- Must start & end with an alphabet
- Must contain at least 2 numbers

Please review the **"Terms of Use"** and tick on the box to proceed

Click on **"Register"** once all fields are completed



✓ You Have Successfully registered with myMetlife. Thank You!
Click [here](#) to Login

Congratulations!

If you have reached this page, then you have successfully completed the registration process!

Now you can go back to the main [myMetLife](#) page and login using your new username and password



HOW TO CONTACT US

Country	UAE	Kuwait	Oman	Bahrain	Qatar	Any other Country
Call us	800 – MetLife (800-6385433)	+965 2 208 9333	800 70708	800 08033	800 9711	+971 4 415 4555
Mail us	P.O. Box 371916, Dubai – UAE					
E-mail us	customerservices.gulf@metlife.ae					

MetLife