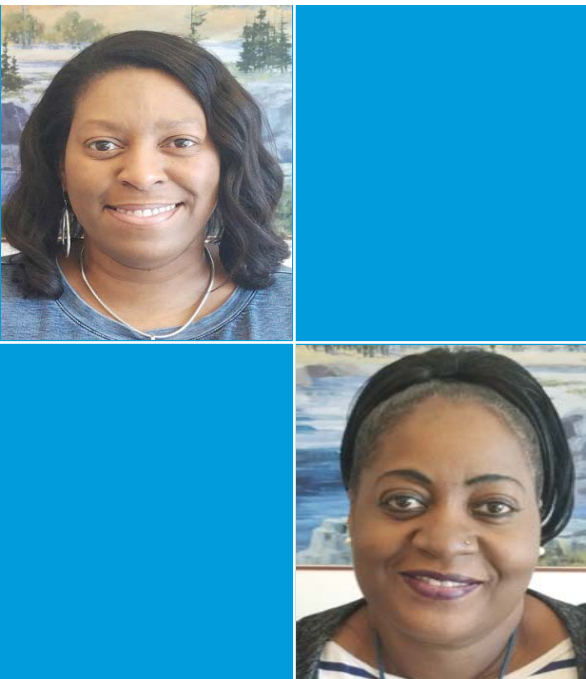


Dedicated service team

## Expert support for your benefits and your business



# Hi! We can't wait to work with you.

**Top Row:**  
Deborah Ann Ray

**Bottom Row:**  
Melissa Redding

Getting to know you and making sure your benefits run smoothly are our top priorities. From routine inquiries to step-by-step administrative guidance — we're here to make your job easier by providing exceptional service.

**For routine questions, call us at 1-800-ASK-4MET from 7 AM to 8 PM CST. You can also contact your Dedicated Service Team, during normal business hours, via phone or email. We're here to provide exceptional service and the solutions you need.**

### **Committed to you and your satisfaction**

Having a Dedicated Service Team makes it easier to get the answers you need and get back to business. From questions on forms or claims to eligibility and billing, we are your direct line to personalized benefits support.

If it's more convenient or you have a quick question, you can also call 1-800-ASK-4MET. Just remember, you will be asked to enter your group number — found on the first page of your policy or certificate.

Part of successfully managing your benefits experience is evaluating your satisfaction. To ensure that we are meeting your needs for responsive service, each year we conduct a survey to monitor your satisfaction level. It's simple. Both our businesses grow stronger when we exceed your expectations.

We will be the primary contacts for your service needs. We look forward to understanding your company's — and your employees' — unique needs.

We'll help you navigate your benefits experience with MetLife and collaborate with you to provide the right resources to your employees.

#### Count on us to:

- Deliver efficient and reliable **support** that's tailored to your preferences and worksite culture
- Provide **expert guidance** to help you streamline administration
- Offer **critical insights** that empower you to solve business challenges, as well as help your employees make confident benefits decisions

## IMPORTANT CONTACT INFORMATION

Deborah Ann Ray

813-673-3820

Melissa Redding

813-673-3811

[NY\\_Service@metlifeservice.com](mailto:NY_Service@metlifeservice.com)

**800-275-4638**

**Option 2**

**enter group number**

**press 1** – Routine Inquiries (Eligibility, Billing, Forms)

**press 2** – Dental Claims and Inquiries

**press 3** – Disability (STD & LTD) Claims, and Waiver of Premium Inquiries

**press 4** – Life Claims; Statement of Health Inquiries

**press 5** – Vision Inquiries

Administrative Manual

[www.metlifeadminmanual.com/am1](http://www.metlifeadminmanual.com/am1)

Eligibility Submissions (New Hires,  
Statement of Health Forms, Change Forms)

**Fax: 888-505-7446**

MetLink/MyBenefits Technical Help

**877-9MET-WEB**

MetLink/MyBenefits Demos

**MetLink Demos occur every 2nd and 4th Thursday of the month.  
Please contact your Client Service Consultant for more information.**

**metlife.com**

