

# How to access your Accident and Health Certificate of Insurance



## What you need to know

Your coverage is effective on the date shown on the “Covered Person Specifications” page located at the beginning of the Certificate. Please note that other eligibility provisions may apply, please see your Certificate of Insurance for more details.

The MyBenefits website, [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits), and MetLife mobile app provide quick and easy access to view and print your Certificate of Insurance.

## Access your certificate

Go to [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits) or your MetLife mobile app, enter your company name and click ‘Submit.’

Click on **‘Register Now’** and perform the one-time registration process, if you don’t already have an account.

- Enter your first and last name, identifying data and email address
- Create a unique user name and password for future access to MyBenefits
- For security purposes, choose and answer three identity verification questions to be utilized in the event you forget your password
- Read and agree to the website’s Terms of Use
- A confirmation of your registration will be sent to the email address you provided
- Click on the **‘Claim Center’** tab and locate the applicable product, you can then use the ‘I Want To...’ drop down menu to select ‘View certificate’ - Your Certificate Details will then open
- Click on the **‘View My Most Recent Certificate or Schedule of Insurance’** link to download and print your certificate

Your Certificate contains the specific terms and provisions of your coverage. Please read carefully and maintain with your records.

**If you have any questions, please feel free to call a MetLife Customer Service Representative toll-free at 1 800 GET-MET8 (1-800-438-6388).**

## Certificate of Insurance terms and coverage details

### What You will find within your certificate of insurance

- Definitions
- Schedule of Benefits
- Eligibility
- Health Screening Information
- Required Proof
- Exclusions

### Benefits of registering:

- Faster processing time
- Less paper waste
- Claims can be submitted 7 days a week
- Submit questions via email

### MetLife Mobile App

Employees can also submit and access claim information on-the-go. Our mobile app has the same features as the MyBenefits web portal — employees can register, and submit, view and edit details for claims.



[Download the MetLife app from the iTunes App Store or Google Play](#)

[metlife.com](https://www.metlife.com)

Like most group insurance policies, MetLife's group policies contain certain exclusions, limitations and terms for keeping them in force. Please contact MetLife or your benefits administrator for more information.

Worksite Whole Life insurance is issued by Metropolitan Tower Life Insurance Company, 5601 South 59th Street Lincoln, Nebraska 68516. Certificate Number GCERT19MTL-01.



Metropolitan Life Insurance Company | 200 Park Avenue | New York, NY 10166

L0320002156[exp0721][All States] © 2020 MetLife Services and Solutions, LLC