

## SERVICE - Small Business Solutions

Support and guidance for you and your employees

### There when you need us

Metropolitan Life Insurance Company is committed to providing an exceptional service experience. To keep things simple and convenient, our Call Center provides automated information any time for most questions and consultative customer service representatives for more detailed questions.

Contact our Customer Response Center by phone, 8am – 9pm EST, Monday–Friday, or email us at [ask4met@metlifeservice.com](mailto:ask4met@metlifeservice.com).

#### 1-800-ASK-4MET (1-800-275-4638)

##### Dental

**Dental Claims Inquiries**  
Option 2, then Option 2 again

**MetLife Dental Claims**  
PO Box 981282  
El Paso, TX 7998-1282

**Fax:** 1-859-389-6505

**Dental Directories**  
Option 2, then Option 2 again  
[www.metlife.com/dental](http://www.metlife.com/dental)

##### Disability

**Disability Claims Inquiries**  
Option 2, then 3, then 1  
**Tax Inquiries**  
Option 2, enter group number, then 3

**MetLife Disability Claims**  
PO Box 14590  
Lexington, KY 40511-4590  
**Fax:** 1-800-230-9531

##### Life

**Submit New Life Claim**  
Option 2, then Option 4, then 1  
**Existing Life Claim Inquiries**  
Option 2, then Option 4, then 2

**Conversion**  
1-877-275-6387  
**Life Portability**  
1-888-252-3607

**Life Claims**  
PO Box 6100  
Scranton, PA 18505-6100  
**Fax:** 1-570-558-8645 [lifecclaimssubmit@metlife.com](mailto:lifecclaimssubmit@metlife.com)

##### Vision

**Option 2, then 5**  
Vision PPO - Option 1  
**VisionAccess Discount Program** - Option 2  
Superior - Option 3  
Davis Vision - Option 4

**MetLife Vision PPO Claims**  
PO Box 495918  
Cincinnati, OH 45249-5918

**Vision Directories**  
**Vision PPO** <https://digitalsolutions.metlife.com>  
**VisionAccess Discount Program**  
<https://digitalsolutions.metlife.com>

##### MetLaw

**Option 2, then 6**  
**Billing, Eligibility** - Option 1  
**Claim** - Option 2  
**Product/Service** - Option 3  
**Other** - Option 4

Like most insurance policies and benefit programs, insurance policies and benefit programs offered by Metropolitan Life Insurance Company and its affiliates contain certain exclusions, exceptions, waiting periods, reductions of benefits, limitations and terms for keeping them in force. Please contact MetLife for complete details.

**COUNT ON US FOR AN EXCEPTIONAL SERVICE EXPERIENCE.**

**Contact your MetLife representative today**

#### Other MetLife Services

##### Eligibility

Updates such as salary, enrollments, COBRA and terminations  
**MetLife**  
18210 Crane Nest Drive  
Building 4, Dept. SBS  
Tampa, FL 33647

##### Online Service Solutions

**Administrative Manual**  
<https://www.metlifeadminmanual.com/small-business-solutions/>

##### Payments

**Regular Payments**  
Metropolitan Life Insurance Company  
PO Box 603839  
Charlotte, NC 28260-3839

##### Overnight a Premium Payment

Metropolitan Life Insurance Company  
Lockbox Services (603839)  
1525 West W.T. Harris Blvd. - 2C2  
Charlotte, NC 28262

##### Statement of Health (SOH)

**Statement of Health Inquiries**  
Option 2, then Option 4, then 3  
**Fax:** 1-888-505-7446  
**Email SOH Form:** [MLEnrollment@metlifeservice.com](mailto:MLEnrollment@metlifeservice.com)  
**SOH Inquiries:** <https://digitalsolutions.metlife.com>