

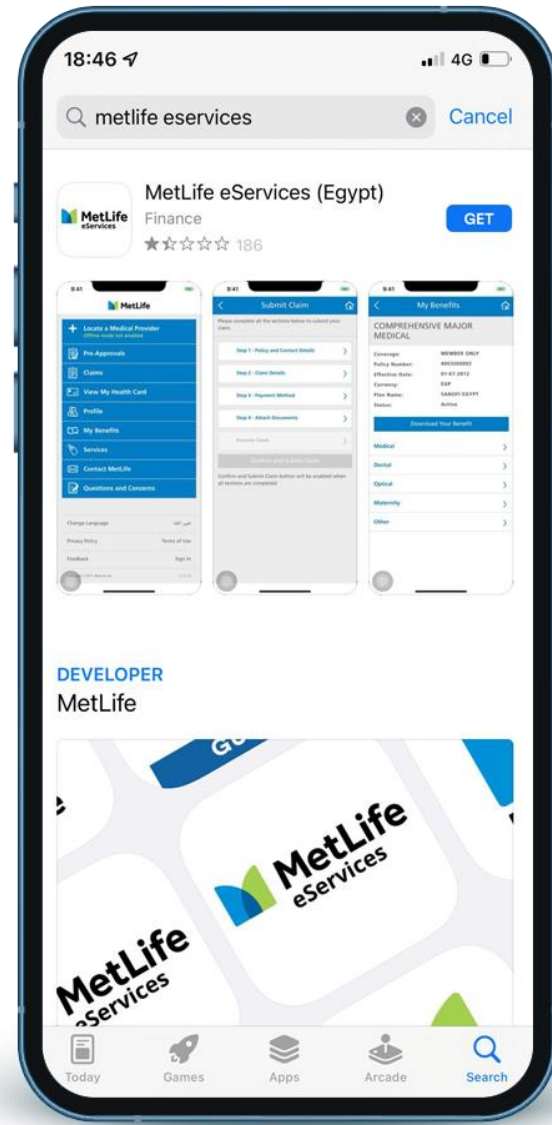
Mobile Application User Guide



e application

In App Store (Apple)

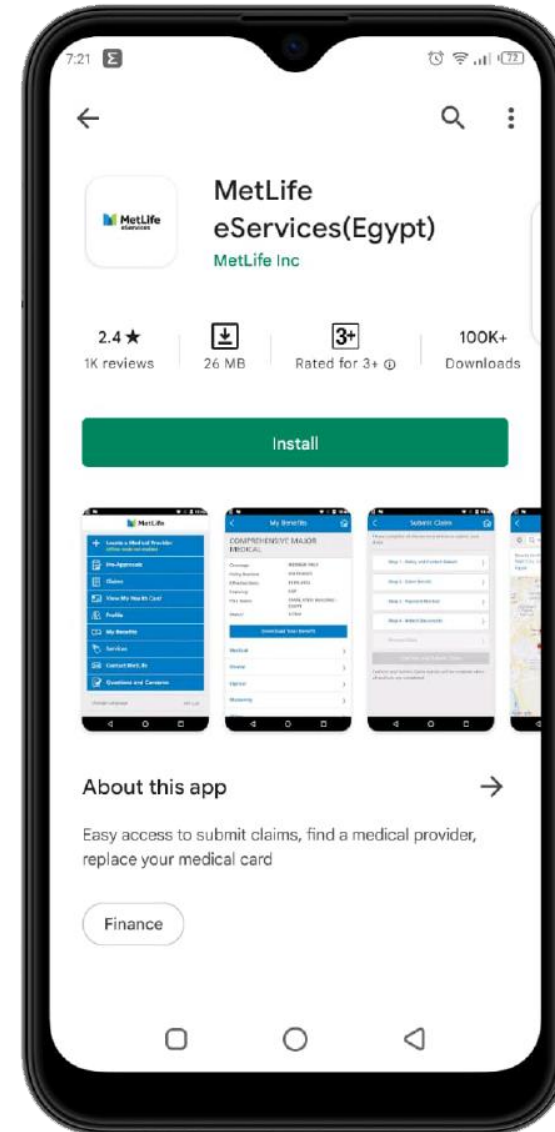
1. Open your App Store.
2. Type MetLife in the Search .
3. Choose MetLife e-Services.
4. Click Get to download your application.



Downloading your mobile application

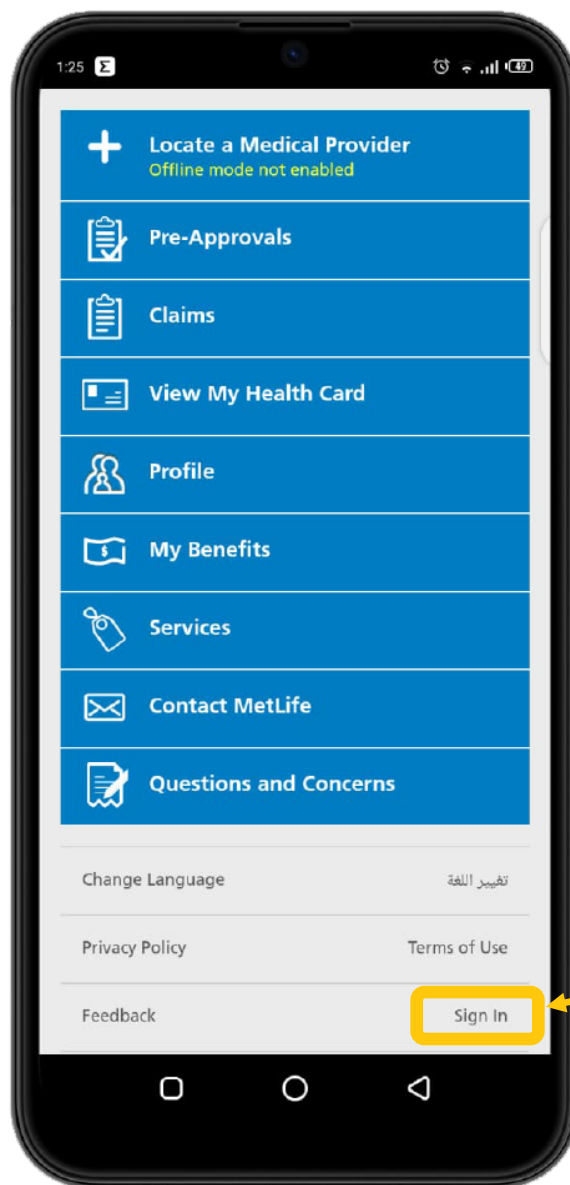
In Play Store (Android)

1. Open your Play Store.
2. Type MetLife in the Search .
3. Choose MetLife e- Services.
4. Click install to download your application.



First time registration (Click Sign in)

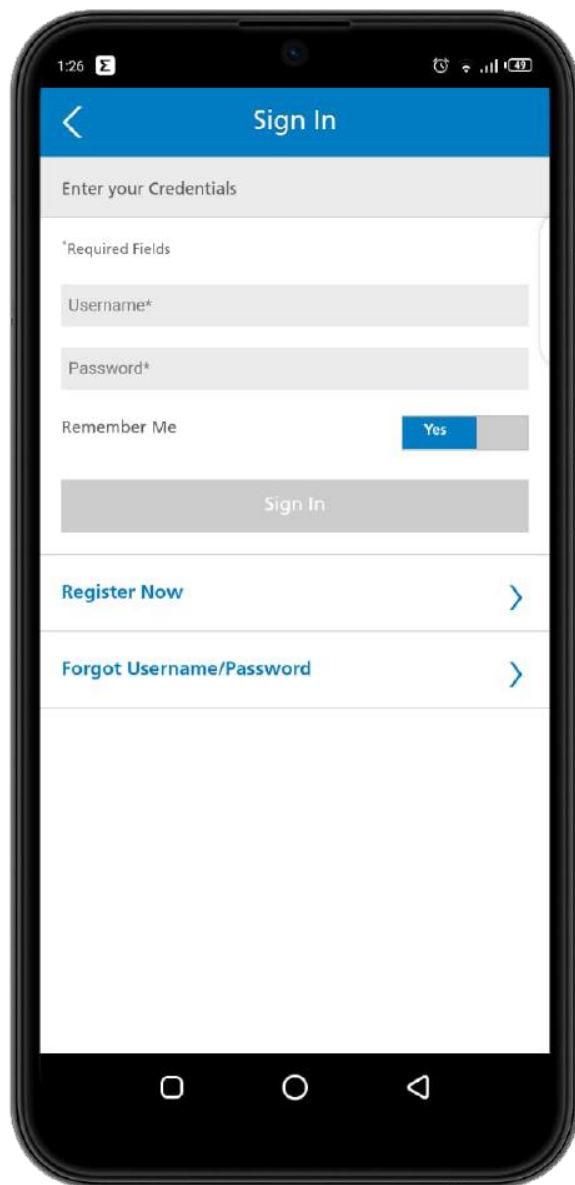
1



Sign in

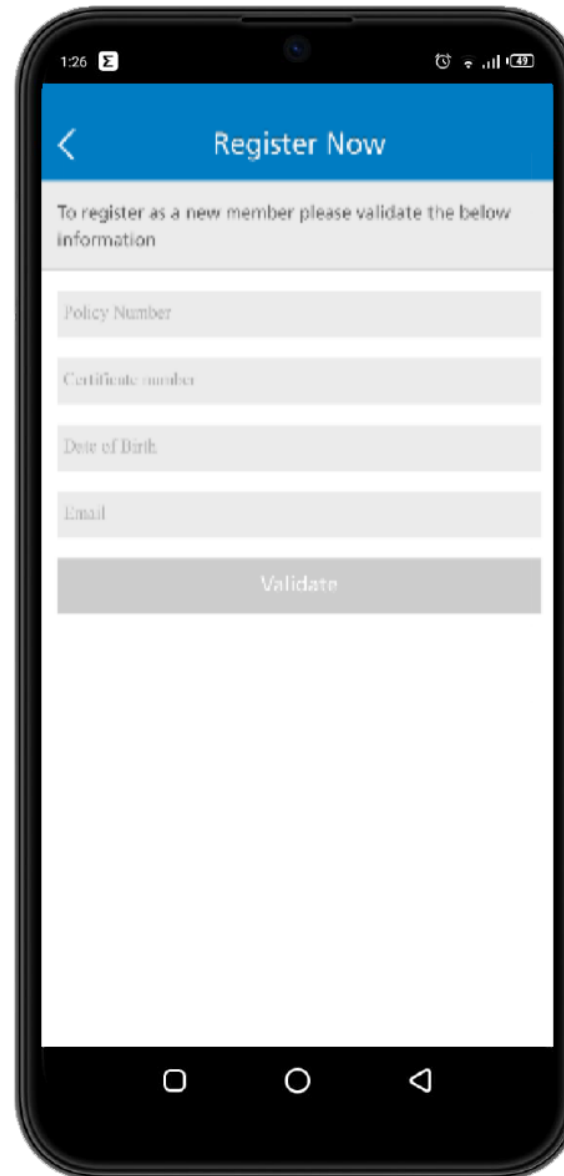
Click Register Now

2



Fill In Your Information And Click Validate

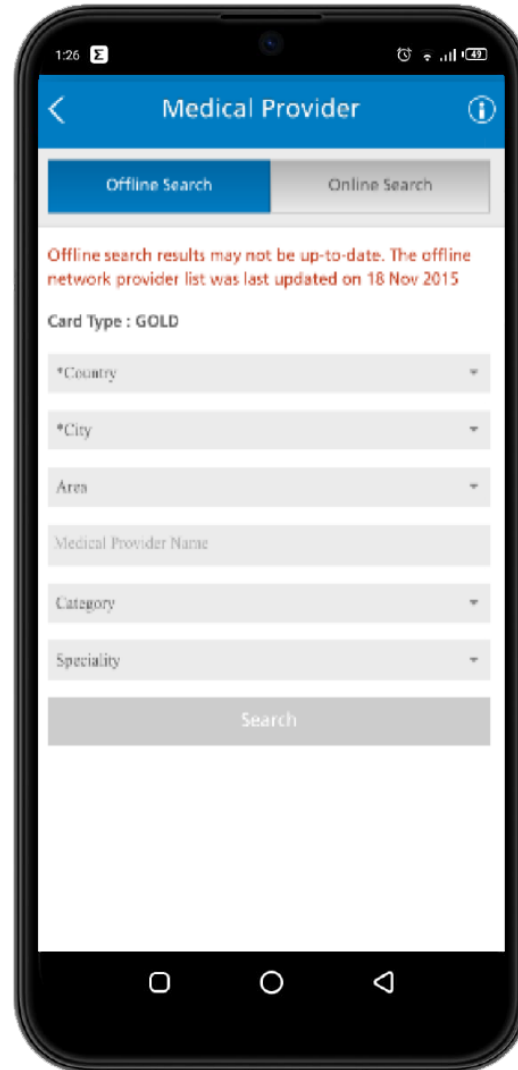
3



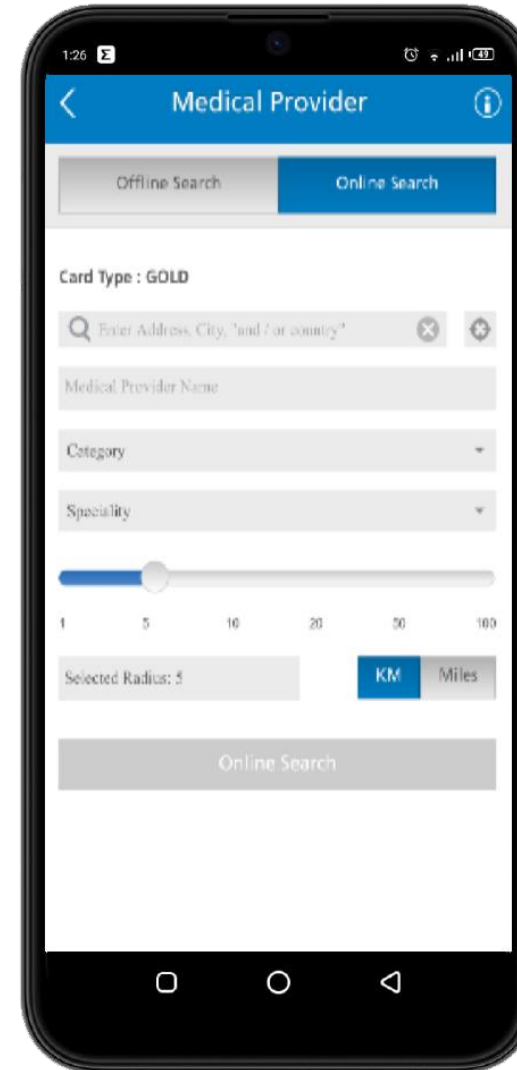
The image shows a smartphone screen with a registration form. The screen has a blue header with a back arrow and the text "Register Now". Below the header, there is a grey box containing the text: "To register as a new member please validate the below information". The form consists of four input fields: "Policy Number", "Certificate number", "Date of Birth", and "Email". Below these fields is a grey button labeled "Validate". The smartphone's status bar at the top shows the time "1:26" and various icons. The bottom of the screen shows the standard Android navigation bar.

Locate a medical provider either through offline or online search

4



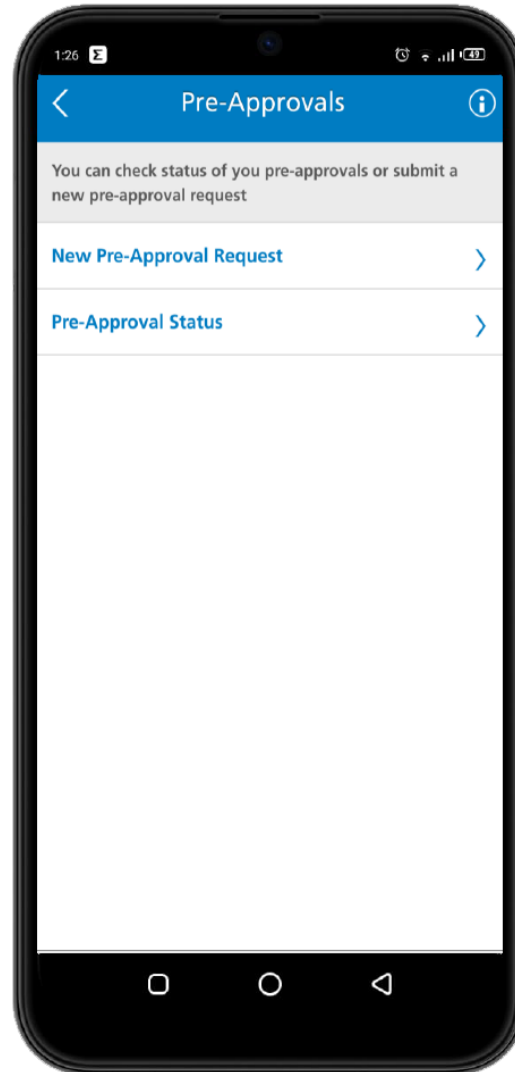
5



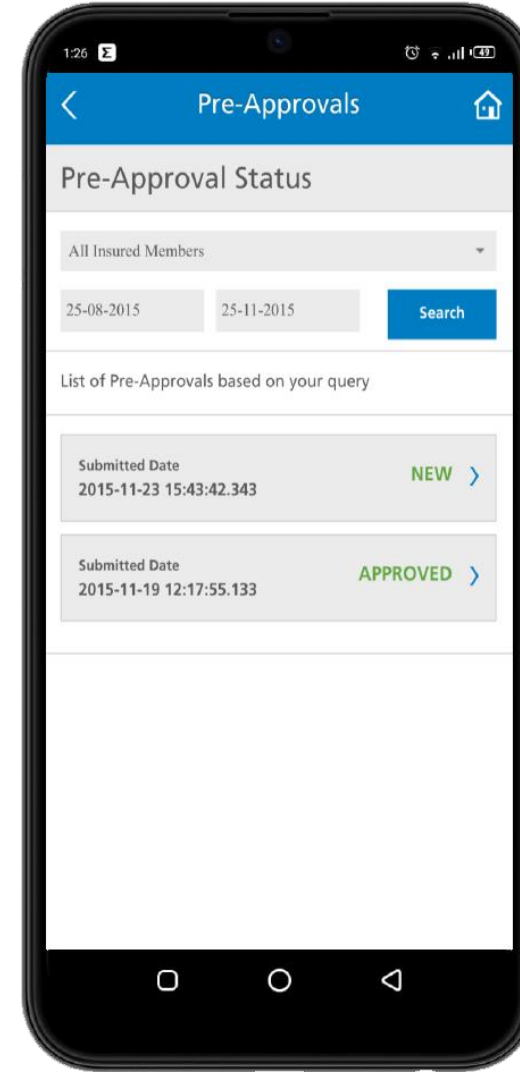
Submit Pre-Approvals request (User must specify the place in which he want to make the service by writing it on the request.)

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- And check the status of previous pre-approvals requests.
- User must include a copy of the request with the approval taken When presenting them to the providers.

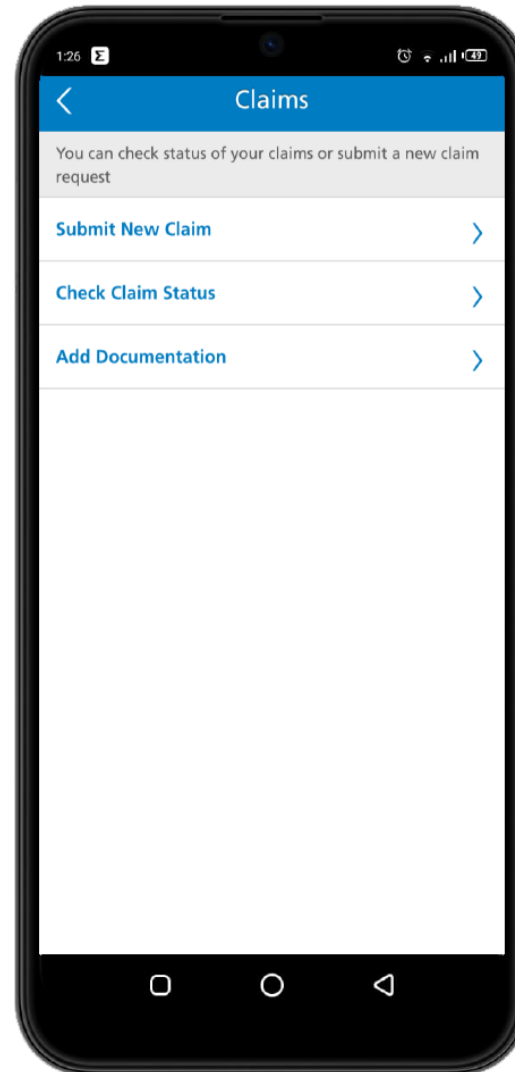


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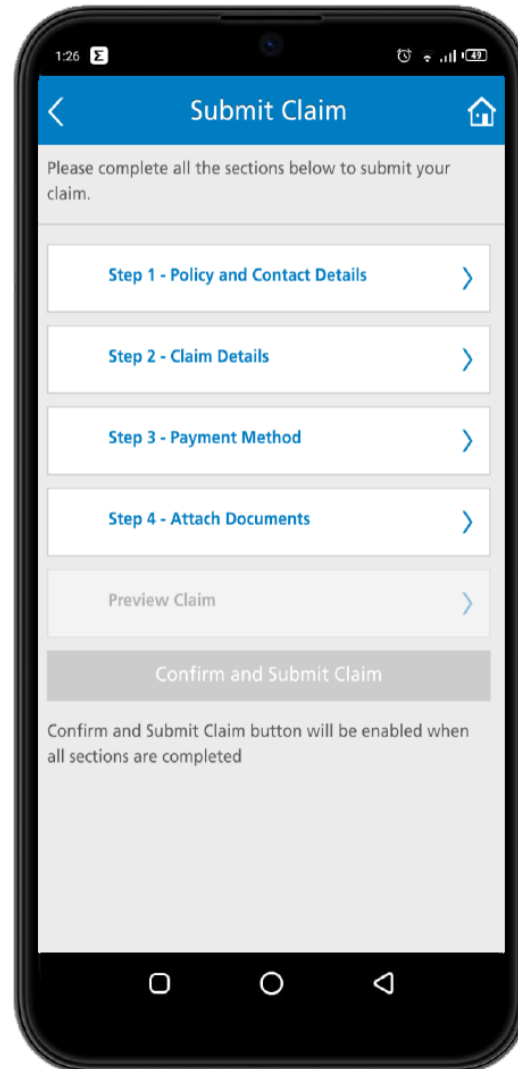
Submit a new claim through completing all sections to the right then you can check your claim status and add more documentation if needed.

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User must submit his claim with the original documents to us including the tracking no. sent in the confirmation message.

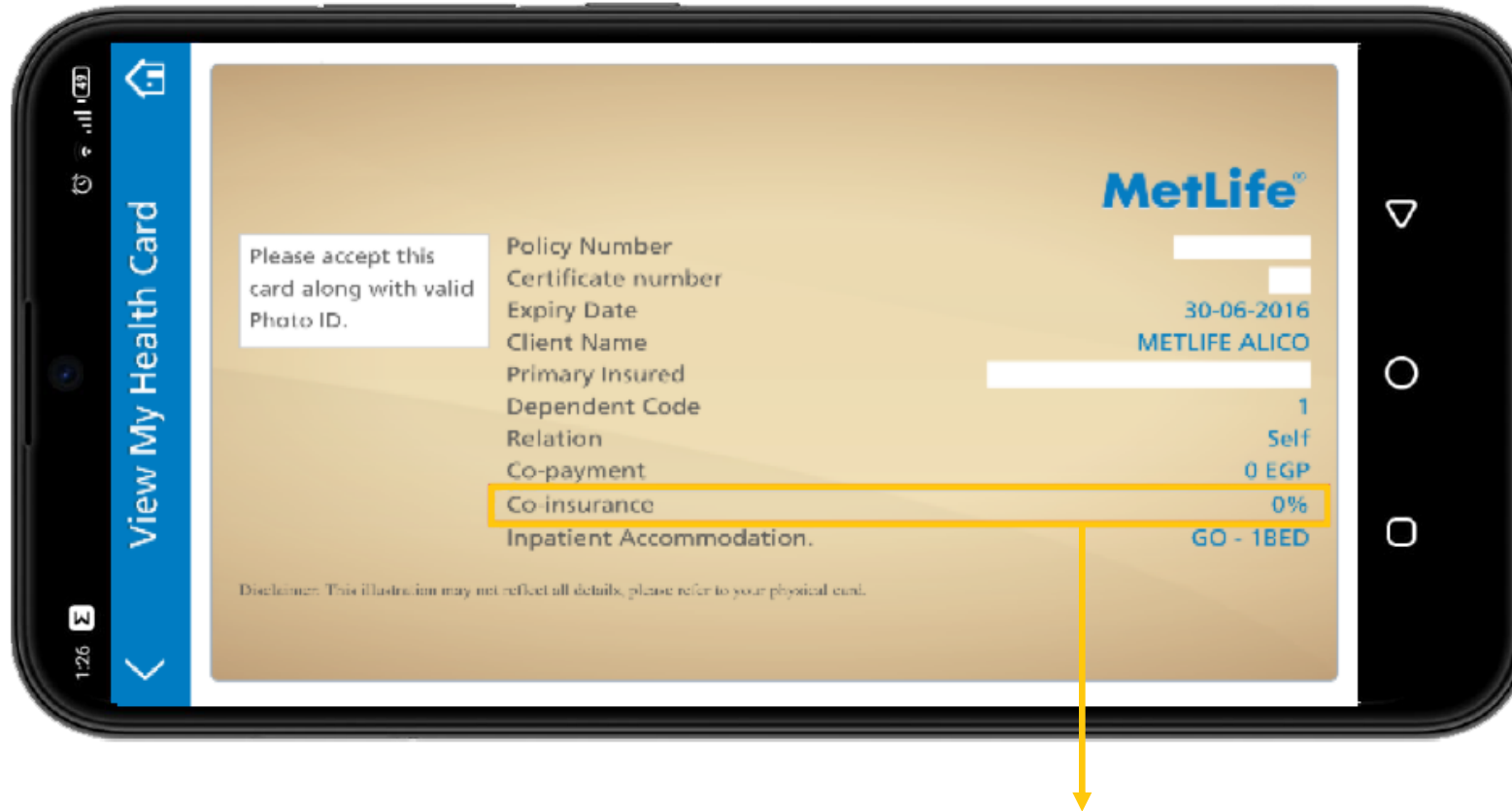
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You can view your health card and your dependents' as shown below.

*This card copy does not replace the medical card at service provider

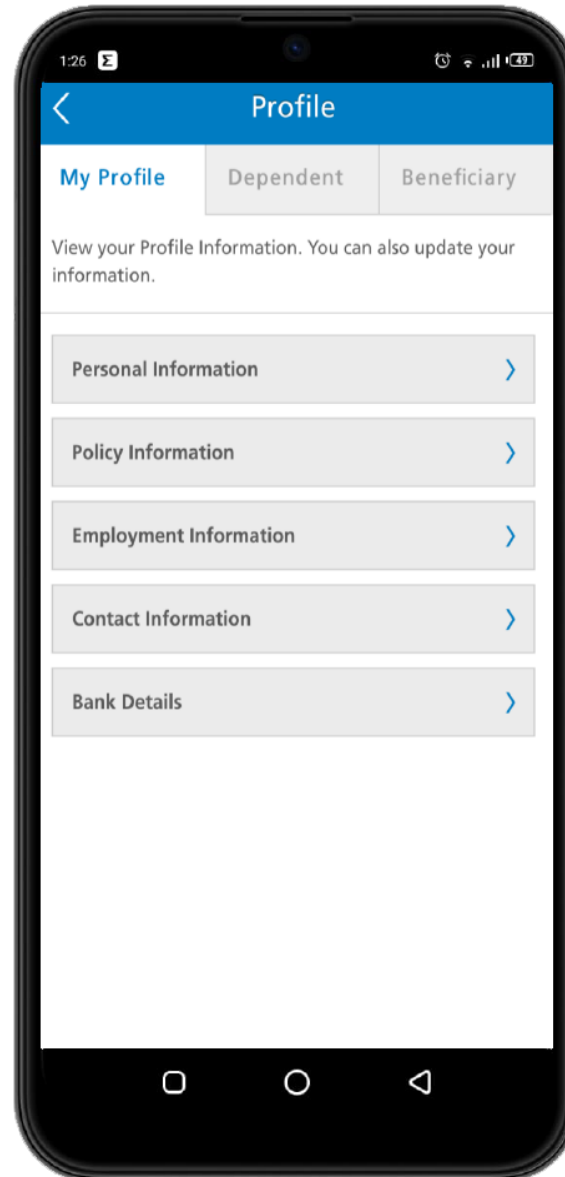
10



Note that the co-insurance is related to the out-patient services only and not including medications

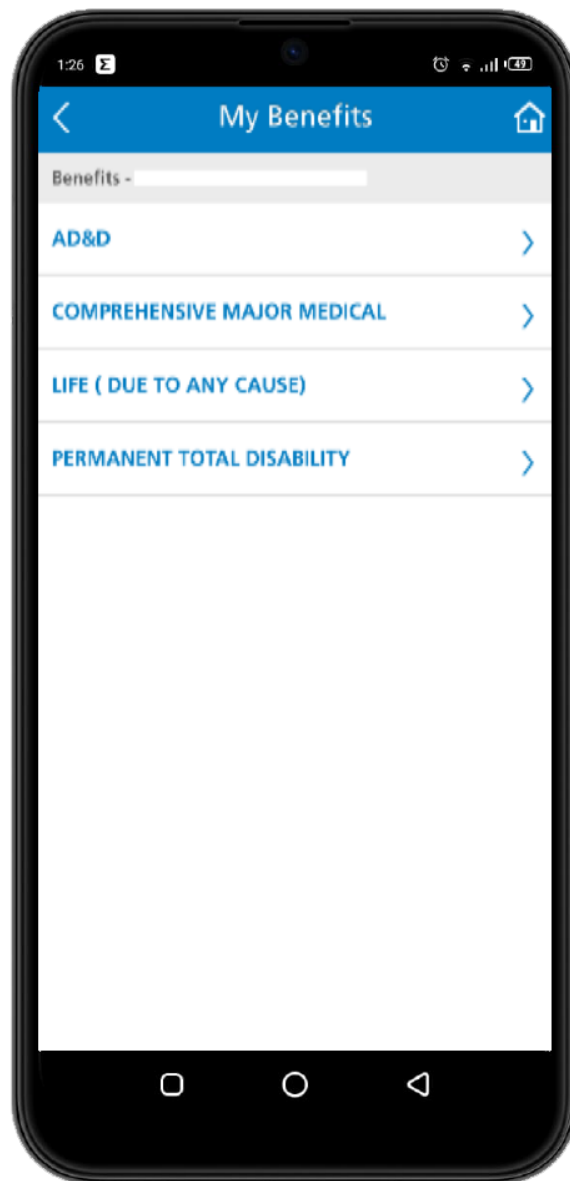
You can view your profile and your dependents' as well, also you can update your information easily.

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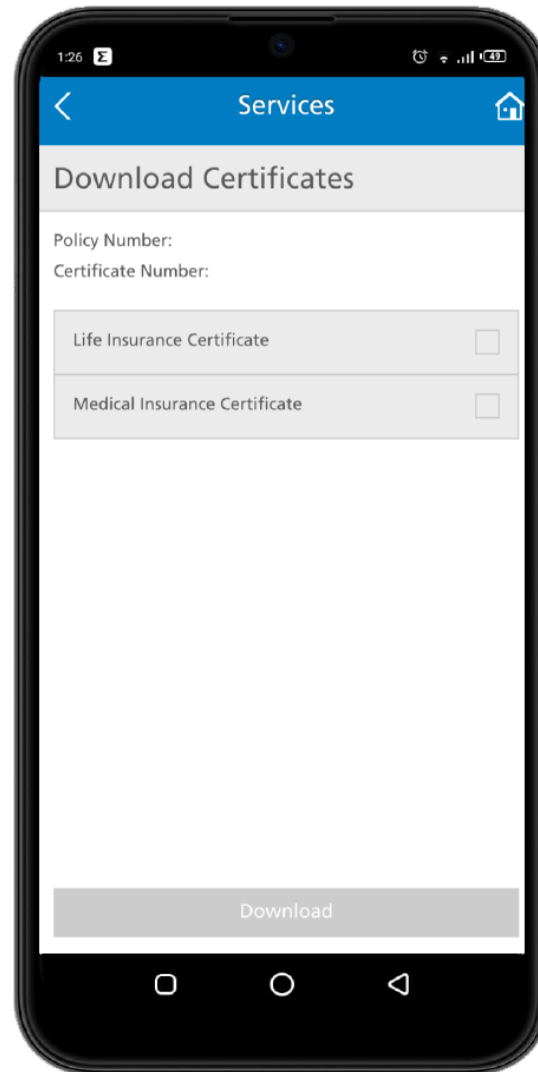
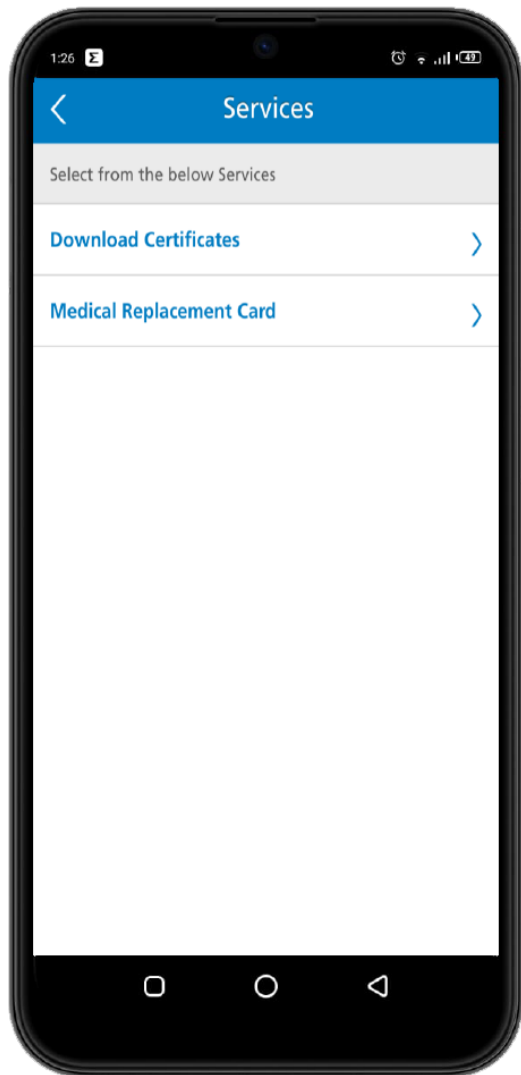


You can view your Benefits as below.

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We offer you the ability to download your life or medical insurance certificate also you can request to replace your medical card.



Hope you enjoy your
journey with
MetLife E- Services
Mobile Application.

