# 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.



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### **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.



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MetLife	MetLife eServices( MetLife Inc	Egypt)
2.4★ 1K reviews	26 MB Rated fo	100K+ r 3+ ① Downloads
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About this	app o submit claims, find a	→ medical provider,
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### First time registration (Click Sign in)

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## **Click Register Now**

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<	Sign In	
Enter your Creder	ntials	
*Required Fields		
Username*		
Password*		
Remember Me		Yes
Register Now		>
Forgot Usernan	ne/Password	>
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MetLife

## Fill In Your Information And Click Validate

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To register as a ne information	w member pleas	se validate the	below
Policy Number			
Certificate number			
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#### Locate a medical provider either through offline or online search

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### 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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Pre-App	roval Status		
All Insured Me	embers		
25-08-2015	25-11-2015	Sear	ch
List of Pre-Ap	provals based on you	r query	
Submitted Da 2015-11-23	ate 15:43:42.343	NEW	>
Submitted Da 2015-11-19	<sup>ate</sup> 12:17:55.133	APPROVED	>
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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.

8





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

9



MetLife

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



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

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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My Profile	Dependent	Beneficiary	
View your Profile I information.	nformation. You can	also update your	
Personal Inforn	nation	>	
Policy Informat	ion	>	
Employment In	Employment Information		
Contact Inform	Contact Information		
Bank Details	>		
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#### You can view your Benefits as below.

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MetLife

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

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Select from the be	low Services		
Download Certi	ficates		>
Medical Replace	ment Card		>
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Download	d Certificates	
Policy Number: Certificate Numb	per:	
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Hope you enjoy your journey with MetLife E- Services Mobile Application.



