

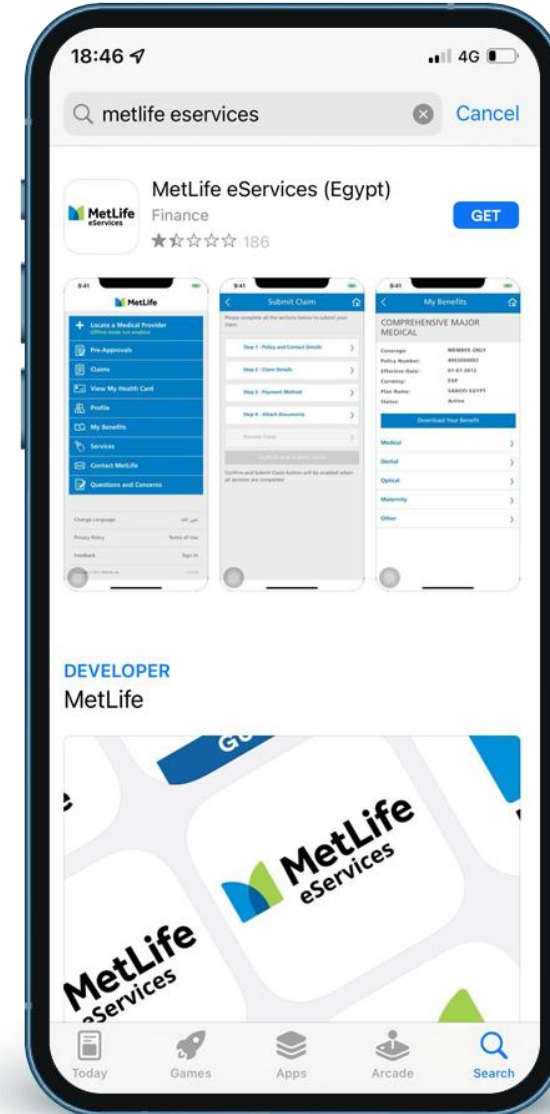
Mobile Application User Guide



Downloading your mobile application

In App Store (Apple)

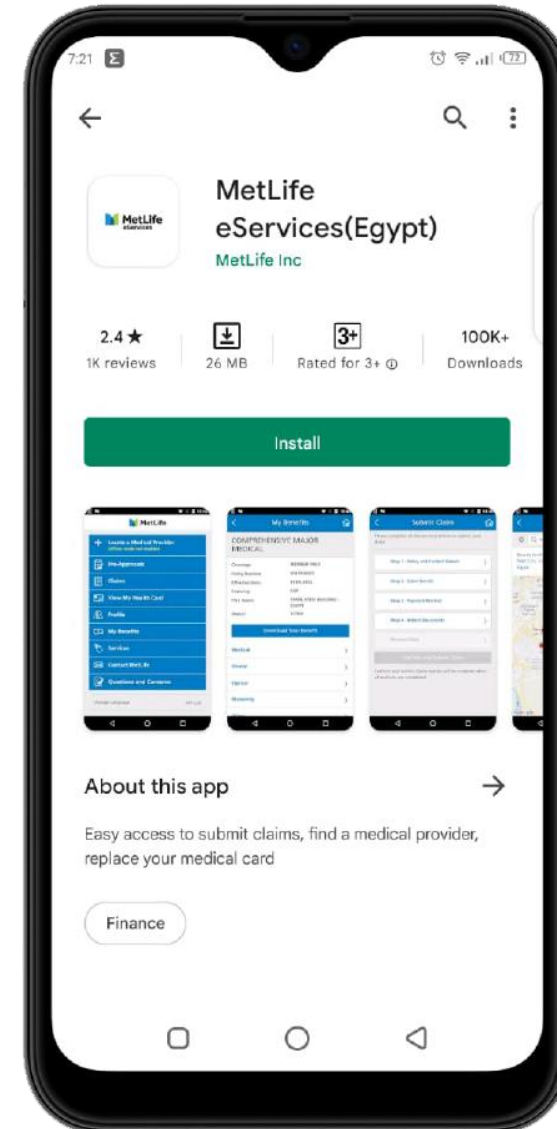
1. Open your App Store.
2. Type MetLife in the Search .
3. Choose MetLife e-Services.
4. Click Get to download your application.



Downloading your mobile application

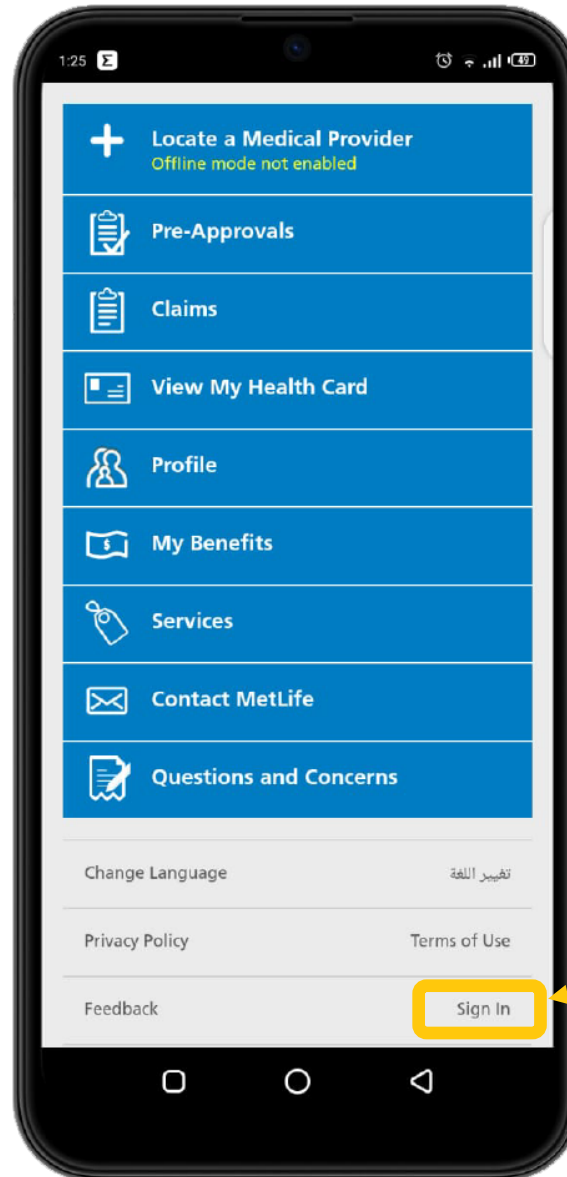
In Play Store (Android)

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)

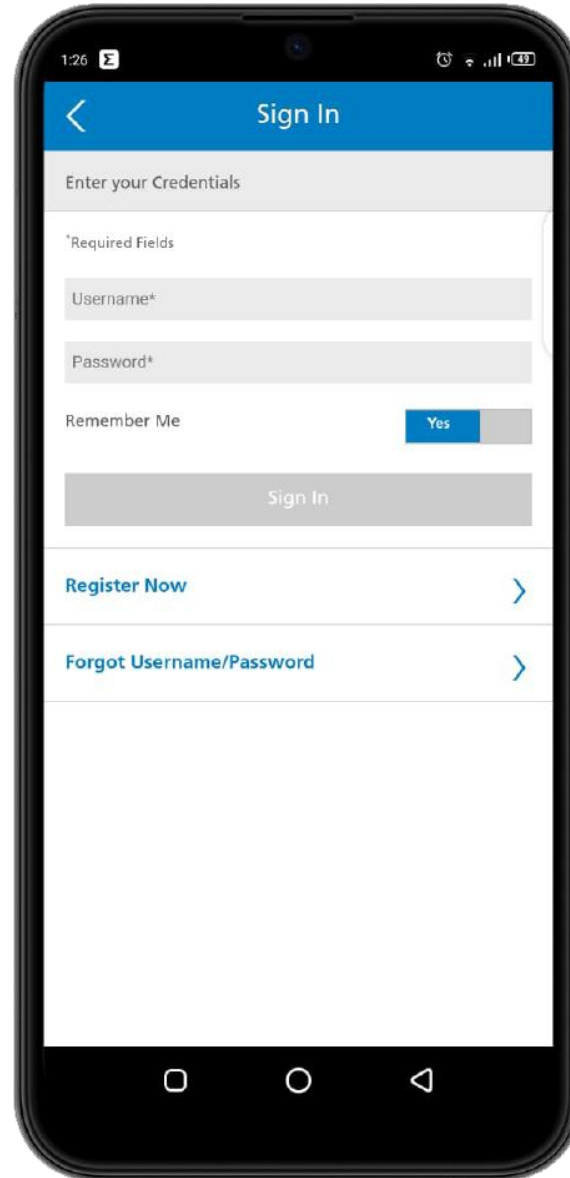
1



Sign in

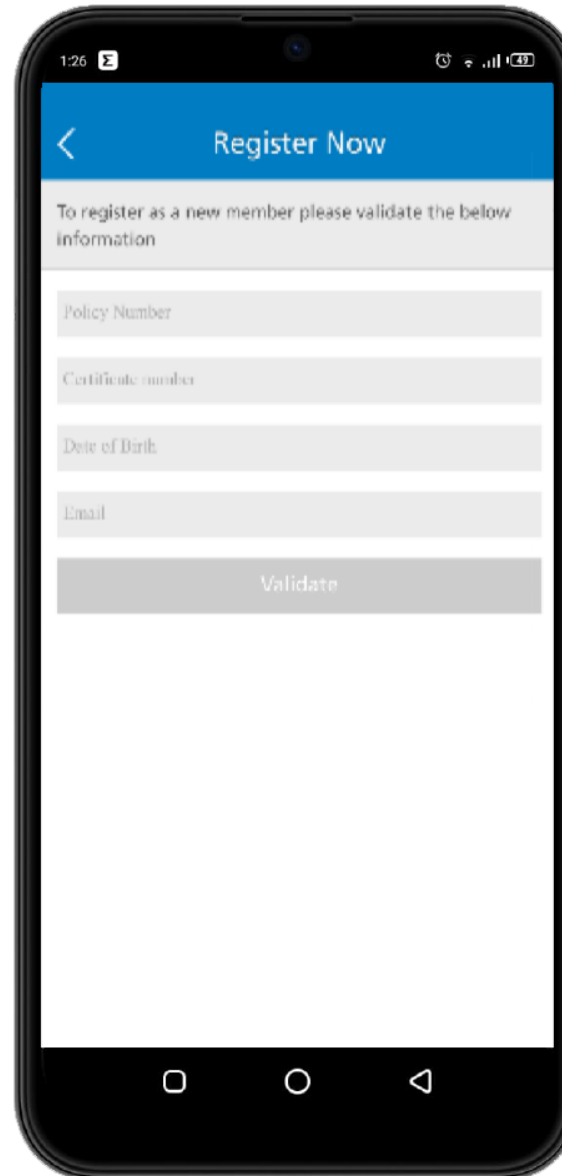
Click Register Now

2



Fill In Your Information And Click Validate

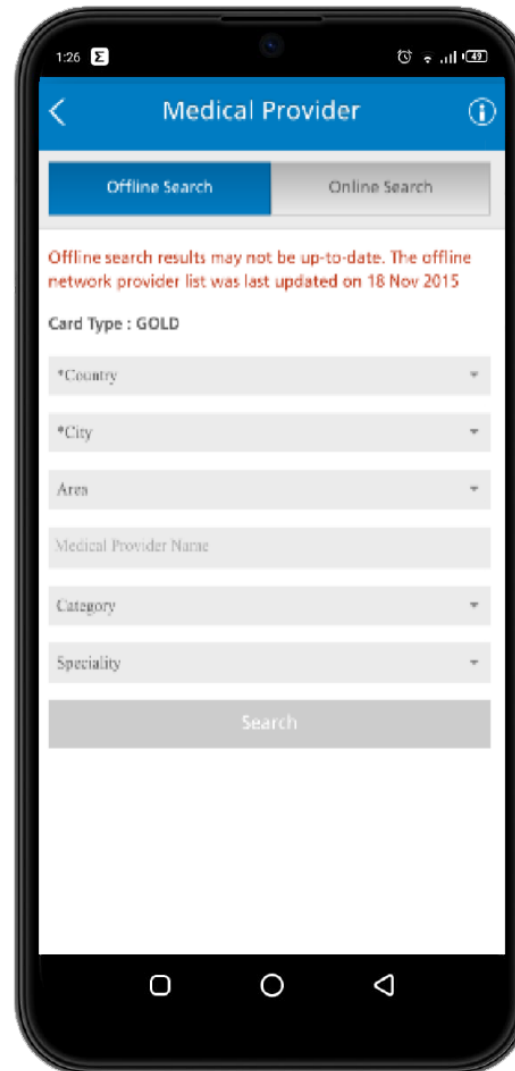
3



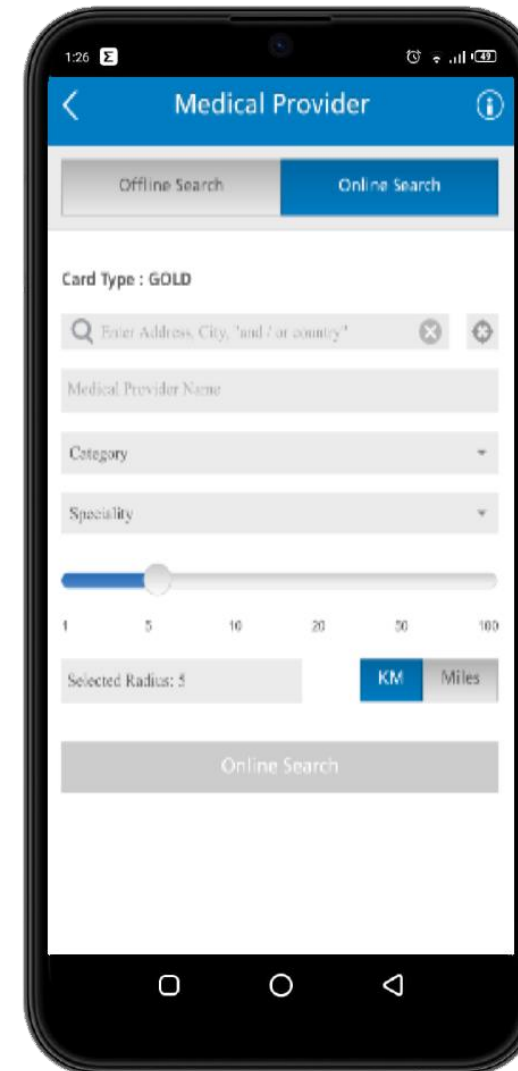
The image shows a smartphone screen with a registration form. The status bar at the top displays the time 1:26, a signal strength icon, and a battery level icon. The app's header is blue with a back arrow and the text "Register Now". Below the header, a grey box contains the instruction: "To register as a new member please validate the below information". The form consists of four text input fields labeled "Policy Number", "Certificate number", "Date of Birth", and "Email". At the bottom of the form is a grey button labeled "Validate". The phone's home indicator bar is visible at the very bottom.

Locate a medical provider either through offline or online search

4



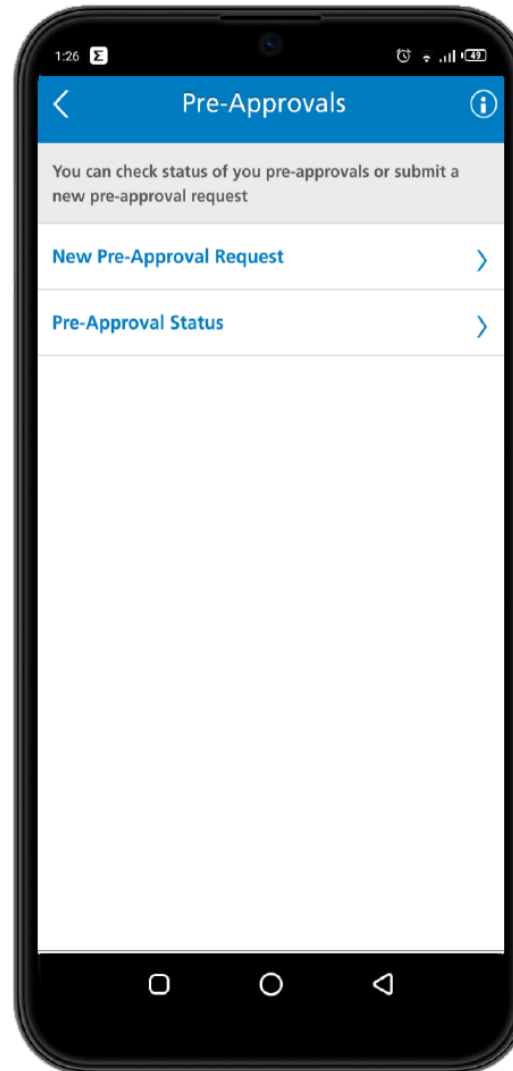
5



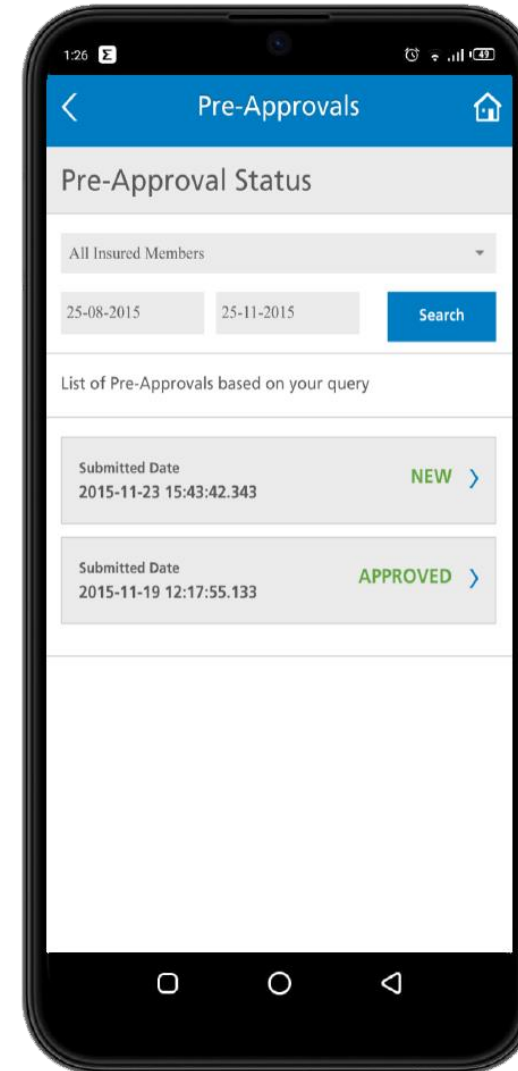
Submit Pre-Approvals request (User must specify the place in which he want to make the service by writing it on the request.)

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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.

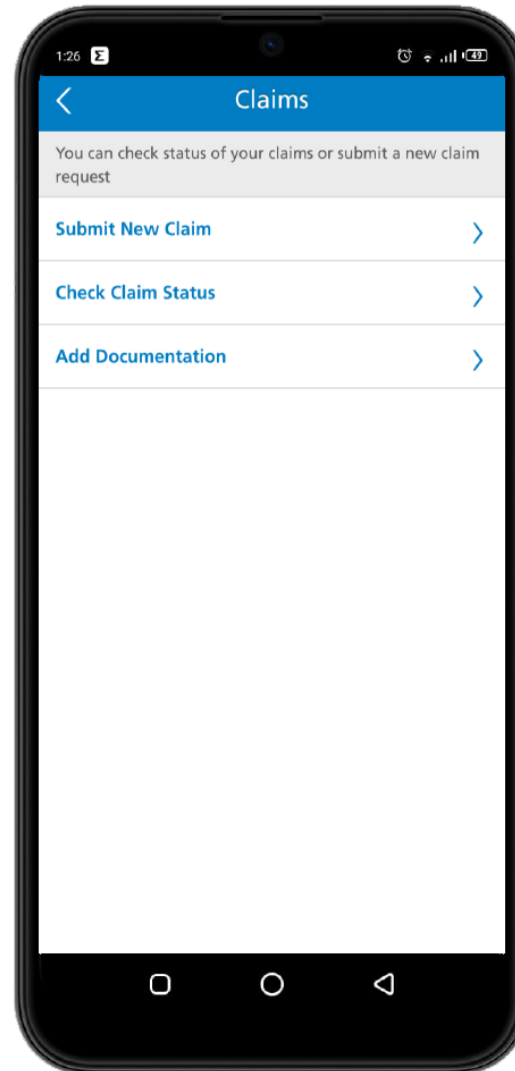


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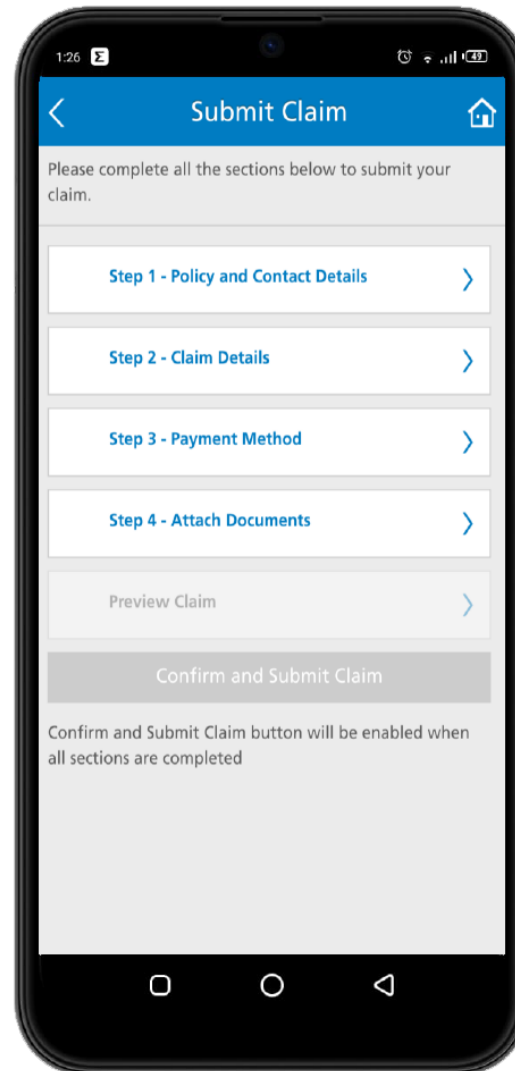
Submit a new claim through completing all sections to the right then you can check your claim status and add more documentation if needed.

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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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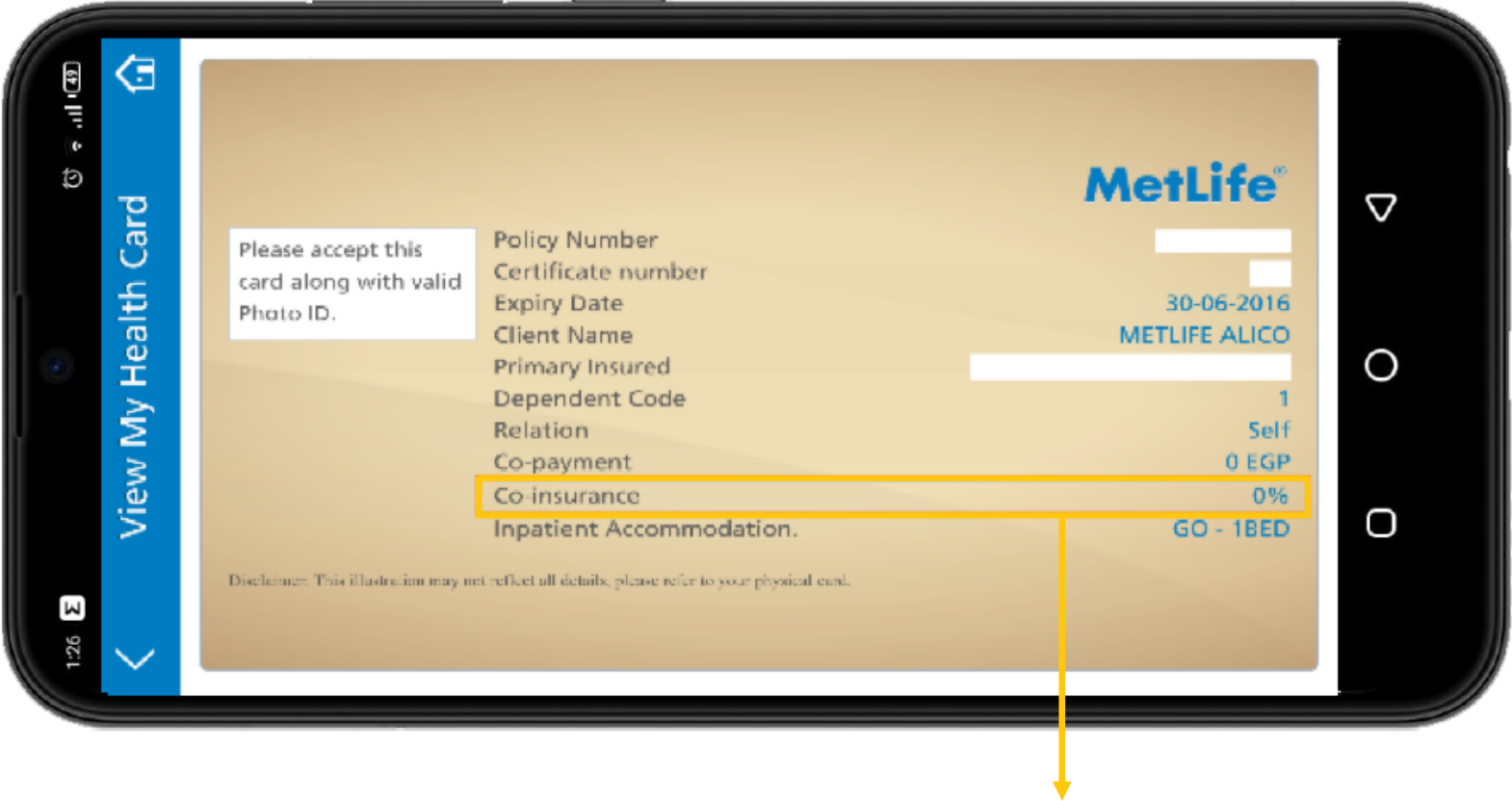


The image shows a smartphone screen with the 'Submit Claim' app interface. The screen has a blue header with a back arrow, the title 'Submit Claim', and a home icon. Below the header, a grey box contains the text: 'Please complete all the sections below to submit your claim.' A list of steps follows: 'Step 1 - Policy and Contact Details', 'Step 2 - Claim Details', 'Step 3 - Payment Method', 'Step 4 - Attach Documents', and 'Preview Claim'. Each step is in a white box with a blue chevron arrow to its right. Below these steps is a grey button labeled 'Confirm and Submit Claim'. At the bottom, a grey box contains the text: 'Confirm and Submit Claim button will be enabled when all sections are completed'. The phone's status bar at the top shows the time '1:26' and various icons. The Android navigation bar is at the bottom.

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

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

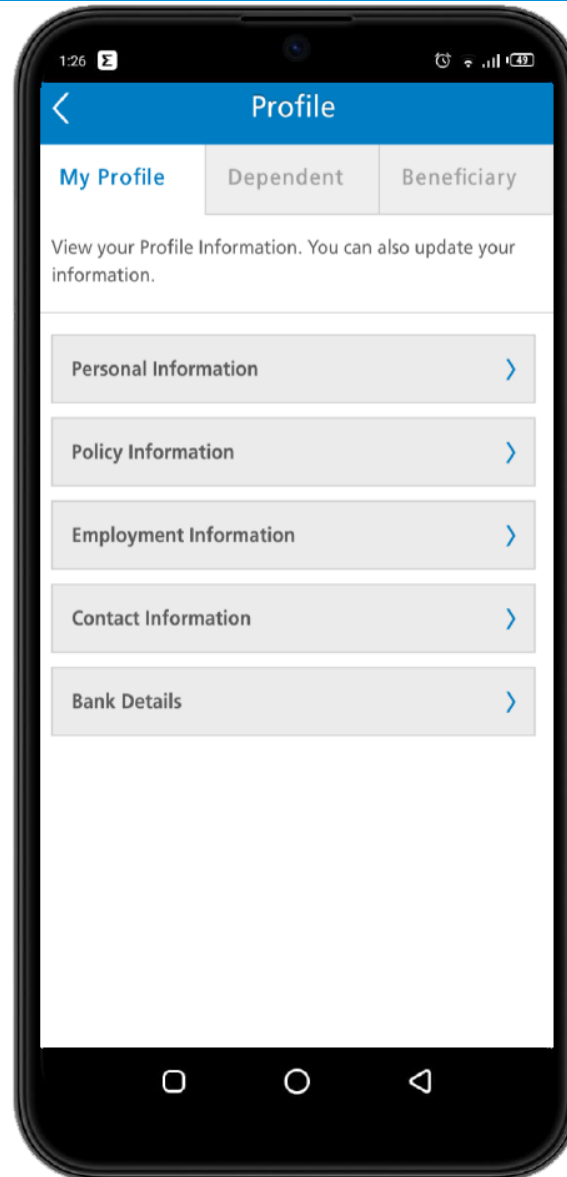
10



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

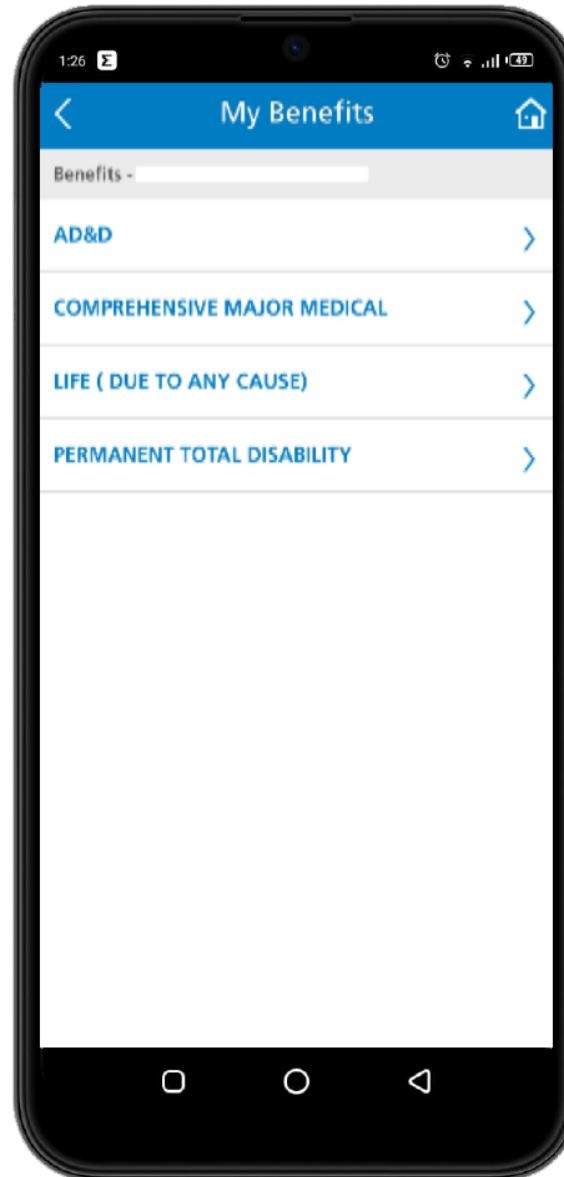
You can view your profile and your dependents' as well, also you can update your information easily.

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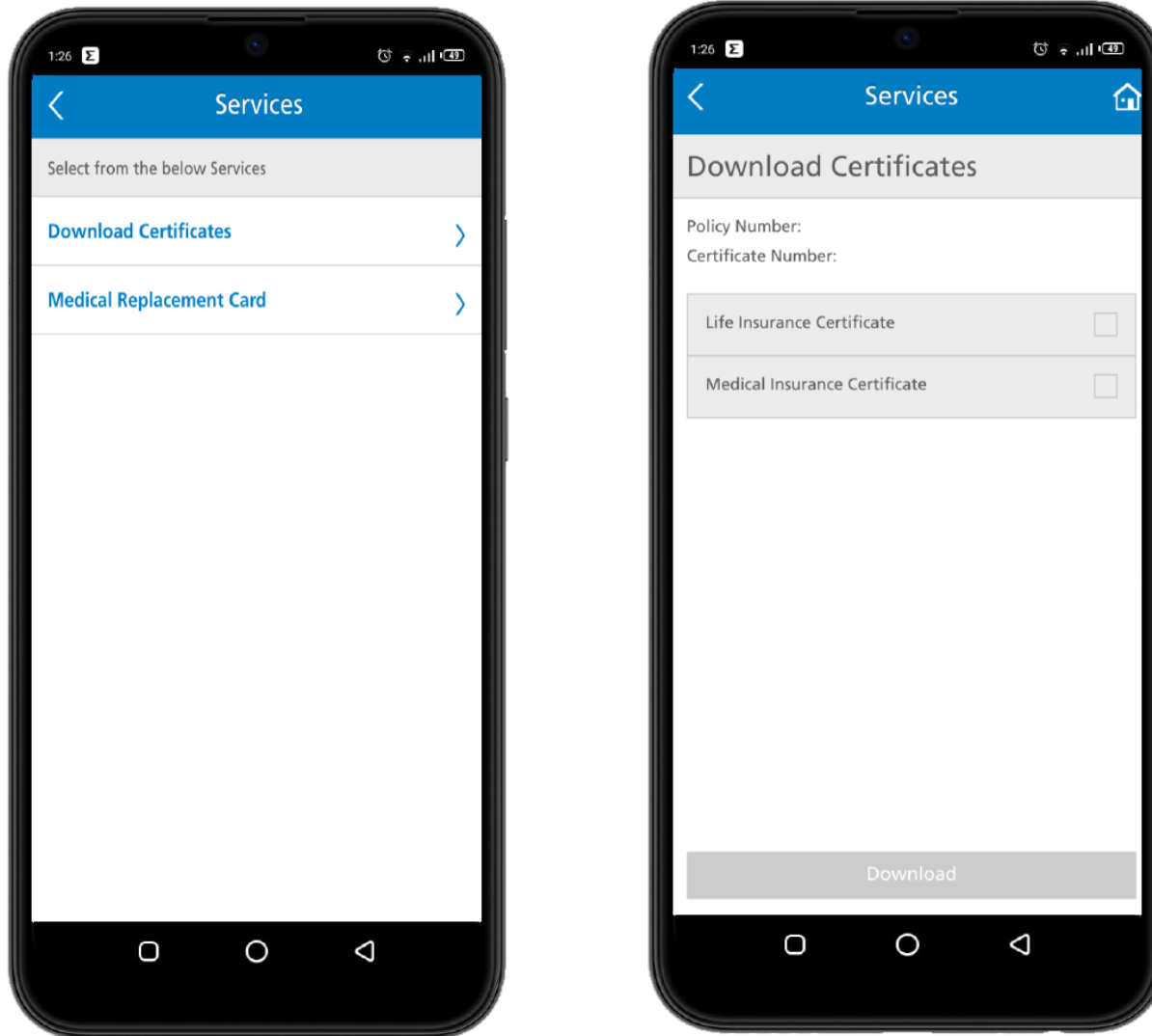


You can view your Benefits as below.

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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.**

