

# Switching made easy, every step of the way

We aim to take the hassle out of moving insurers. Here's how<sup>1</sup>:



## On risk

### Your cover starts here

Once we've received confirmation to proceed, and we're happy all requirements are in, we'll create your policy number and confirm that you're covered.<sup>2</sup>

**That's it. You've switched over.**



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**The Employee Benefits sales team will be on hand before and after your cover starts.**

**Here are the teams who'll help make it easy:**

- **New Business Administration**  
T: 1800 500 277  
E: [ebsalesadminireland@metlife.com](mailto:ebsalesadminireland@metlife.com)
- **Servicing**  
T: 1800 500 276  
E: [ebireland@metlife.com](mailto:ebireland@metlife.com)



## Now let's get your scheme onboarded

Our digital forms make things simpler, but there is still some paperwork we'll need you to complete.

You'll need to complete and sign our application form, confirm your payment type and advise us of what type of trust will be put in place.

**Your broker will need to get this back to us within 30 days. We accept all documents signed via SignNow, which is a widely used and convenient option.**

We'll then send your **policy documents to your broker within 5 working days**, upon receipt of all requested information.



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## Review time

After your first year, we'll review the progress you've made, sweep up new joiners and leavers, and ensure that everything is running smoothly.

### First annual review date

Six weeks before your policy anniversary we'll invite you to review your policy by email. This email invitation will include information on what we require to process your review.

## Understanding the benefits covered

We can host a session with your HR, Occupational Health and others to ensure there's a seamless onboarding experience so you know what your benefits are, how to claim and how we can support your wellbeing strategy.



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## And finally, your rate review

Prior to your review date, we'll look at your end of year data and discuss the rate review with your broker.



## We'll support you for the life of the policy

Our focus is on building long-term relationships that make it easy for you to do business with us.

