

MetLife's Complaints Procedure



At MetLife, we're committed to providing a high standard of service. We do recognise that sometimes problems may arise, and we may fall short of your expectations or the service levels to which we aspire. Should this happen we want to:



- Make it **easy for you** to raise your complaint
- **Listen** to your complaint
- Consider how you'd like us to remedy your complaint
- Make sure you're satisfied with how your complaint is handled
- **Take your feedback** onboard to help us make improvements

Making a Complaint - Your Options

We want to make it easy for you to raise your complaint. There are several ways you can do this with us.

Email: complaints_ireland@metlife.com

Writing: Complaints Department, MetLife Ireland, EB Complaints Department, 20 Lower Hatch Street, Dublin 2, D02 HC80

Telephone: 1800 500 276* (9am-5pm, Monday-Friday)

Useful Information to Include in Your Complaint

We'll try to resolve your complaint as quickly as possible. The first step is for us to be clear on the nature of your complaint, and to identify with you what we can do to resolve the issue.

To help us investigate and resolve your complaint as quickly as possible, please have the following information on hand and include it in your correspondence.

- Your name and address
- Plan/policy number
- A clear description of your concern or complaint
- Details of what you'd like us to do to resolve your complaint
- Copies of any relevant documents
- A daytime telephone number and/or email address where we can contact you



*Calls to these numbers will be free from Irish mobiles or landlines. Calls may be monitored and/or recorded to maintain and improve the quality of our service.

Steps and Timings of our Complaints Management Process

As soon as you contact us and make a complaint, here is how we will manage it.

- 1 Immediately seek to resolve your complaint. Promptly **acknowledge receipt of your complaint within 5 business days of receiving it**. We will provide you with details of our complaints handling, including information on referral to the Financial Services and Pensions Ombudsman (FSPO).
- 2 If we are able resolve your complaint within five days, we will write to you, independently or as part of our acknowledgement of your complaint, with a summary of the actions we have taken to resolve it.
- 3 **After 20 working days:**
If we've resolved your complaint, we'll send you a **final response** if we've not done so already.
If we've not managed to resolve your complaint, we'll explain why we're haven't resolved the complaint yet and indicate when we'll make further contact.
- 4 **After 40 working days:**
If we've not provided you with a **final response** by this time, we'll give reasons for the further delay and indicate when we expect to be able to offer a final response. We'll also include details on your rights to refer the matter to the FSPO.
- 5 Once we've fully investigated your complaint and reached a conclusion, we'll send you a **final response letter**, within 5 working days of reaching a decision. This will outline our final position. We'll also remind you that you may refer your complaint to the FSPO if you're dissatisfied with our response.

Financial Services and Pensions Ombudsman (FSPO)

Our aim is to satisfactorily resolve all complaints internally. If you're not satisfied with our final response to your complaint, you have the right to refer your complaint to the FSPO. The FSPO is an independent, impartial, fair and free service that helps resolve complaints from consumers, including small businesses and other organisations, against financial service providers and pension providers.

Contact Details

The Financial Services & Pensions Ombudsman,
Lincoln House,
Lincoln Place,
Dublin 2, D02 VH59
Phone: 01 567 7000
Email: info@fspoi.ie

For more information about
the FSPO, visit their website,
www.fspoi.ie

www.metlife.ie

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