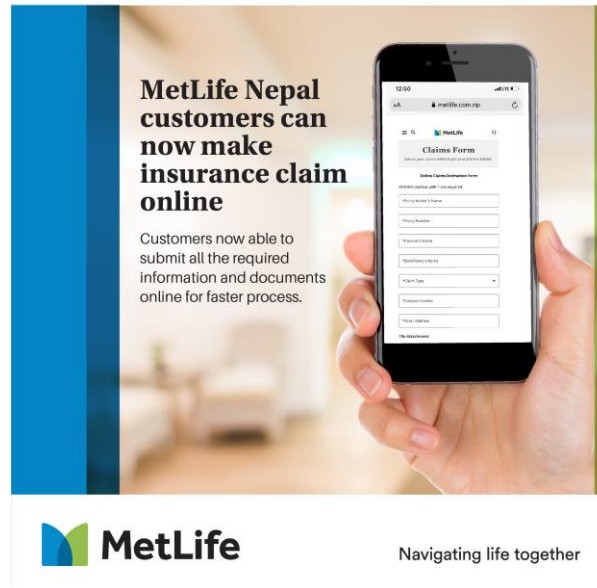


## METLIFE NEPAL CUSTOMERS CAN NOW MAKE INSURANCE CLAIMS ONLINE

*Customers now able to submit all the required information and documents online for faster process*



**Kathmandu, April 15, 2021** – MetLife Nepal launched its Online Claims Intimation service this week, giving customers a faster and easier way to submit their claims, including any necessary documents online. Once all the required information and documentation has been uploaded, MetLife’s claims team will process the claim immediately.

Customers can follow this simple [step-by-step guide](#) to complete the process online.

This latest initiative is a part of MetLife Nepal’s ongoing efforts to simplify and digitize services to better support our customers, which include online policy applications, premium payments, and KYC updates, as well as our new customer service app.

VP and GM for MetLife Nepal, Nirmal Kajee Shrestha, stated, “*We understand that making a claim is the last thing people want to focus on during a distressing time in their lives, so we’ve tried to make the process as simple and straightforward as possible. As a deeply customer centric company, we continue to improve our digital experience for our customers to ensure they can seamlessly access our services without having to physically visit our offices.*”

Visit our website to learn more: <https://www.metlife.com.np/en/support/online-services/>

MetLife

## Make a Claim

Follow this step-by-step guide to make your claims.



We understand that making a claim can be distressing at a time when you have a lot on your mind.

So we've tried to make the process as straightforward as possible with this step-by-step guide. Now you can submit your claim information online to get your process started, just click on the link below and provide your information along with the necessary documents.

To help us to process your claim as quickly as possible, please make sure that all of the documents you send us are completed and signed by the right people. Details on the claim process and documents are provided below.

If you need help, at any point in the process, you can call us on **+977 1 5555166 Ext 226** or send us an email to [service@mail.metlife.com.np](mailto:service@mail.metlife.com.np).

[SUBMIT YOUR CLAIM HERE](#)

### **About MetLife Nepal**

MetLife has been operating in Nepal since 2001 as a branch of American Life Insurance Company, incorporated in the USA, subsidiary of MetLife, Inc. In Nepal, MetLife provides consumers and businesses with life insurance, accident & health insurance, and employee benefits (group insurance). For more information, visit [www.metlife.com.np](http://www.metlife.com.np) or call +977 1 5555166.

### **About MetLife**

MetLife, Inc. (NYSE: MET), through its subsidiaries and affiliates (“MetLife”), is one of the world’s leading financial services companies, providing insurance, annuities, employee benefits, and asset management to help its individual and institutional customers navigate their changing world. Founded in 1868, MetLife has operations in more than 40 markets globally and holds leading positions in the United States, Japan, Latin America, Asia, Europe, and the Middle East. For more information, visit [www.metlife.com](http://www.metlife.com).