

METLIFE UPGRADES ITS OFFICES IN POKHARA & BUTWAL

To enhance its service to customers in Western Nepal.



Butwal, October 28, 2021 – With the continuous commitment to provide exceptional service to its customers, MetLife Nepal enhanced the facilities in its offices in Western Nepal. Offices in major hubs, Pokhara and Butwal, have been converted to Branch offices and can avail all services including application and premium collection, policy delivery and other support services related to policy changes, reinstatement, customer inquiry handling and other document processing. Vice President and General Manager, Nirmal Kajee Shrestha, along with other senior leaders of the company were present to inaugurate both the offices.

This enhancement will help to provide additional access to facilities and convenience to customers in the region. Both offices are located in the major business area of the cities with open areas to maintain the required health and safety protocols.

MetLife customers can also access a full suite of services digitally through its customer service app or the website. Services like new application, changes in policy and premium collection can be accessed both digitally or from the office premises.



General Manager of Nepal Nirmal Kajee Shrestha said during the inauguration, *“As one of our goals to enhance the experience of our customers, these offices will make it easier for our customers in West Nepal and its surrounding areas. The location and provision of additional services will increase our ability to serve our customers and improve access to the protection needs of communities in the region.”*

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 or call +977 1 5970166.

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.