



**Please Note:**

If you have recently enrolled, it will take approximately 2 weeks for your enrollment to be processed and to access these claims resources.

## Easily Navigate Your Claim Online On Your Schedule!

When you experience an accident or disability, submitting your claim should not be difficult and time consuming. Follow these steps so that you can receive your benefit payments quickly and focus on getting back to work as soon as possible.

01

**Visit**  
[online.metlife.com](https://online.metlife.com)

**Next**  
Type in your union's name and click "Next." Then create an account and fill out the short registration form.



02

**Information You Need**  
Answer some questions about your claim and upload your documentation to support your claim. Be sure to have information available such as:

- Completed CD-72 form
- Date you last worked
- A description of your medical condition
- Medical Provider (s) name and contact information
- Dates you were hospitalized
- Estimated return to work date



03

**What Happens Next**  
A MetLife claims specialist will review your information and if necessary, may contact you by phone to clarify or request additional information. Typically, a claim decision is made within 2 business days once MetLife receives all necessary information.



04

Using [online.metlife.com](https://online.metlife.com) you can also log in to:

- Access your certificates
- See claim status, history & payments
- Set up your payment method for benefits
- Download and submit important forms
- Communicate with your MetLife claims specialist



\*If you are filing a disability claim, call **1-800-GET-MET-8** and mention that you are a member of the Uniformed Firefighters Association.

If you need to file an immediate claim, please contact the VIP Call Center at **1-866-601-1521**.