

# Online Access to Your MetLife Disability Claim

The MyBenefits website, [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits), is a quick and easy way for you to get the information you need about an existing disability claim—all in one place.

## Simple Registration Process

Start enjoying the convenience of using MyBenefits by accessing the site from your laptop or desktop and registering today.

Log on to [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits), Enter “County of Henrico” and click **‘Submit.’**



On the Home Page, click on **‘Register Now’** and perform the one-time registration process.

1. Enter your first and last name, identifying data and email address.
2. Create a unique user name and password for future access to MyBenefits.
3. For security purposes, choose and answer three identity verification questions to be utilized in the event you forget your password.
4. Read and agree to the website’s Terms of Use.
5. A confirmation of your registration will be sent to the email address you provided.

## Easily Navigate Through Your Claim

Once you have filed a claim online or by phone and registered on MyBenefits, you can begin to use the site to check claim status and perform tasks, including:

### Update your claim information:

Add and edit key points related to your claim, such as your contact information, any changes in your condition and your expected return to work date.

### Send messages and attachments to MetLife:

Communicate with your MetLife Case Manager by sending messages or questions and uploading required documents to help expedite your claim.

### Receive alerts about your claim status:

You can sign up to be notified via email for a change in your claim status, like approval of your claim

### Sign up for direct deposit:

Once your claim is approved, you can link your bank account for direct deposits of your benefit payments.



The MetLife US App is also now available to use to track the status of your disability claim. Download it on the iTunes App Store and Google Play.<sup>1</sup>

<sup>1</sup> Before using the MetLife US App, you must register at [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits) from a computer. Registration cannot be done from your mobile device.

Like most group disability insurance policies, MetLife group policies contain certain exclusions, waiting periods, reductions, limitations and terms for keeping them in force. Please contact MetLife or your plan administrator for complete details.