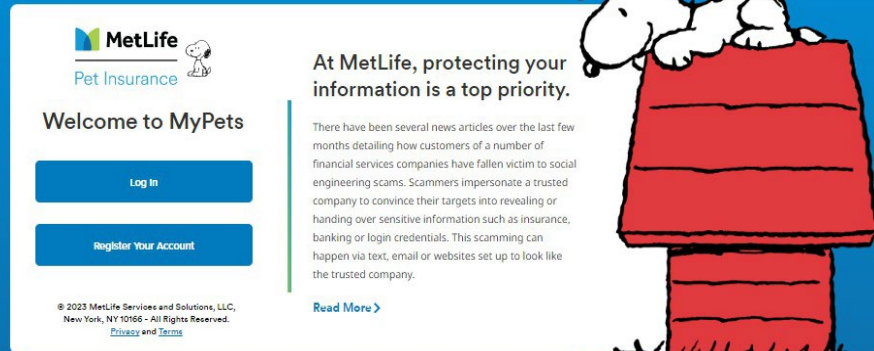

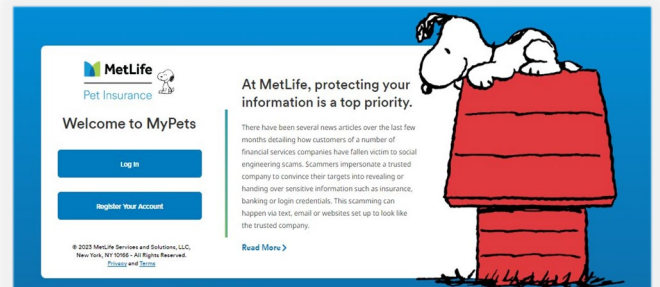
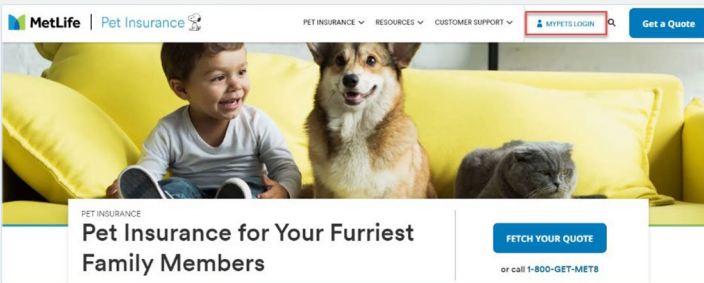



# MyPets User Experience



The **MyPets portal** acts as a one-stop shop for you to manage your Pet benefits. Real-time, personalized benefit information gives you the answers you need, when you need them, to make more informed decisions and get the most out of your MetLife Pet Insurance.

 You can access the MyPets portal by visiting [metlifepetinsurance.com](https://metlifepetinsurance.com) and click on **MYPETS LOGIN** in the upper right-hand corner of the screen or go directly to <https://mypets.metlife.com>.





 **Note:** You will need to **register your account** if you haven't accessed MyPets or the Mobile App before.

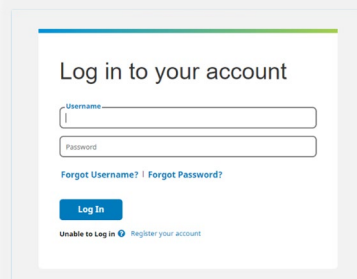
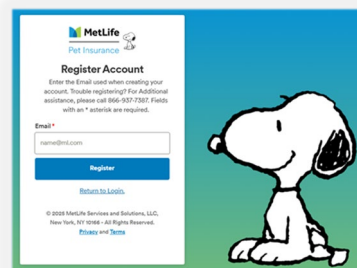
## MyPets Login

Remember, you will need to register your account if you haven't accessed MyPets or the Mobile App before.

Once you've registered, click on **Log In**.






-  Enter your **username including domain** (i.e., @gmail, @yahoo etc.).
-  Enter your **password** and click **Log In**.

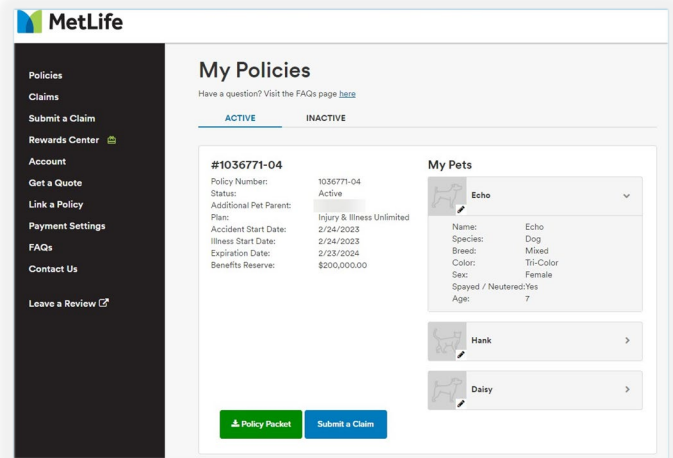
Note: If you forgot your username or password, click on **Forgot Password** and an email will be sent to you with additional instructions.



## Policies: My Policies



On the **My Policies** page, you can:

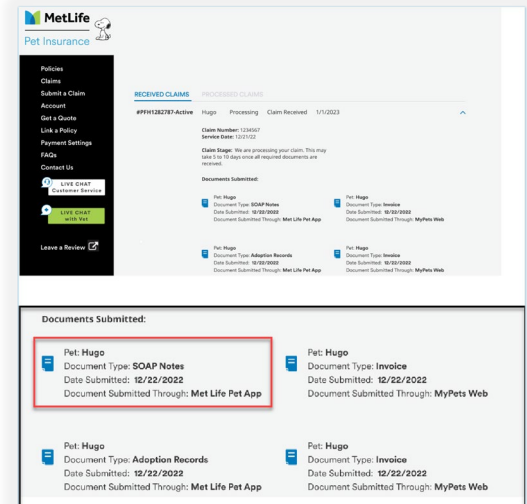
-  Find all active and inactive policies
-  Find policy details: (i.e., policy number, additional pet parent, plan type, accident and illness start dates, expiration date, and benefits reserve).
-  View your policy packet
-  Submit a claim
-  Add a photo of your pet



## Claims: Received Claims




Under the **Claims** link, you can view **claims that have been received** and are associated to a policy and see claims that are awaiting processing. Additional information includes:

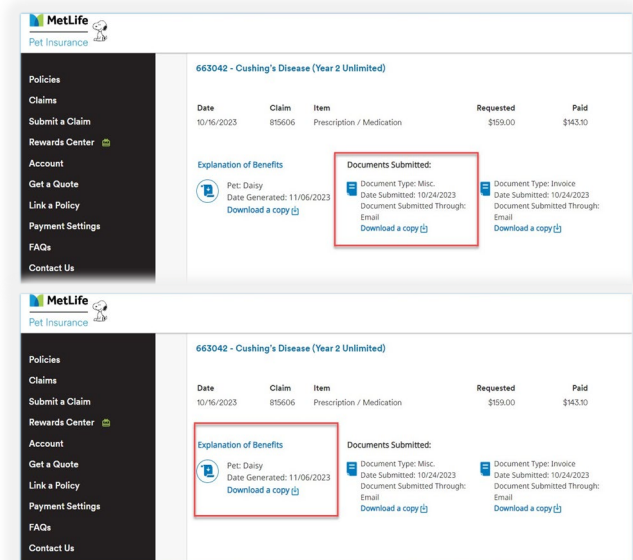
-  The date the claim was received and the status of the claim.
-  A document library of the forms you've submitted. You can click on each of these documents to download the form.



## Claims: Processed Claims






Under the **Claims** link, you can view **claims that have been processed**. Additional information includes:

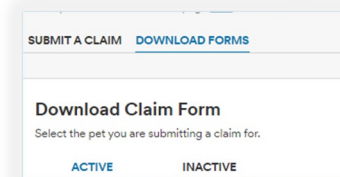
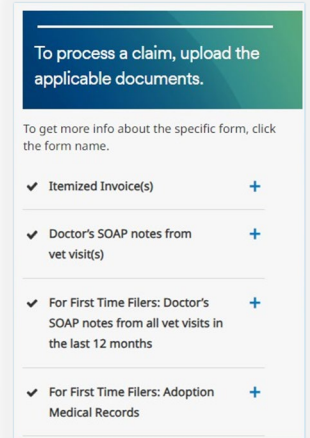
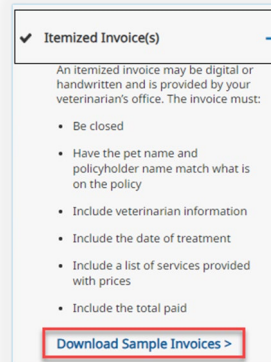
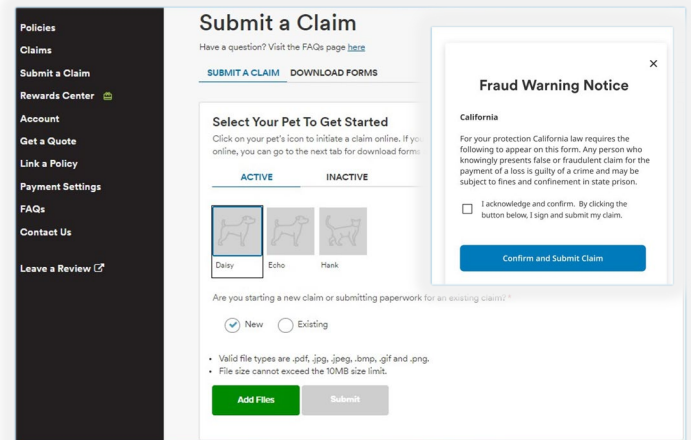
-  Date of service, claim #, diagnosis, line items, and amounts requested and paid.
-  A document library of the forms you've submitted. You can click on each of these documents to download the form.
-  Downloadable copy of the Explanation of Benefits (EOB).
  - The EOB will populate under each incident that was processed on the claim.
  - EOB's will populate online 1 business day after they are initially completed.
  - A mailed copy of the EOB is sent to the customer separately



## Submit a Claim




Here, you can:

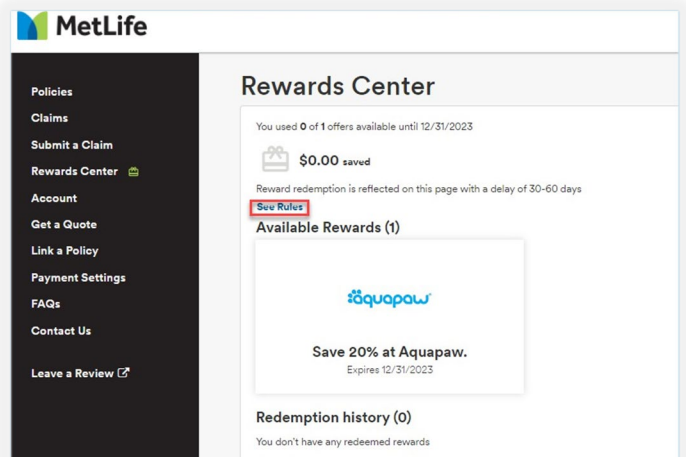
-  **Submit a claim** directly on the website by selecting your pet from Active or Inactive policies.
- Note: You'll need to acknowledge a fraud warning before submitting your claim.
-  Submit new or existing documents.
-  Download claim form.
-  Access detailed information and definitions on the medical forms required to submit a claim: (i.e., Itemized Invoice, SOAP notes, previous 12 months medical history, Adoption Medical Records).
-  Download samples of medical forms.



## Rewards Center



Here, you can:

-  Access available MyPets rewards.
-  View rewards redemption history.
-  See rules regarding LifeBalance rewards.

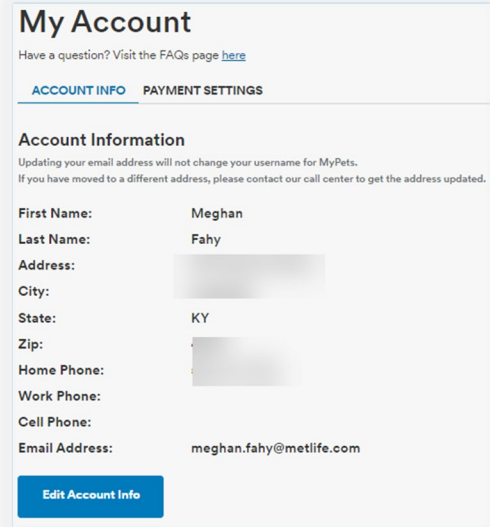


### Account: My Account

On the **My Account** page you can:

-  View and edit account information.
-  Name, phone numbers, and email can be updated.

Exception: Your address cannot be changed online; you must contact the call center.



**My Account**  
Have a question? Visit the FAQs page [here](#)

[ACCOUNT INFO](#) [PAYMENT SETTINGS](#)

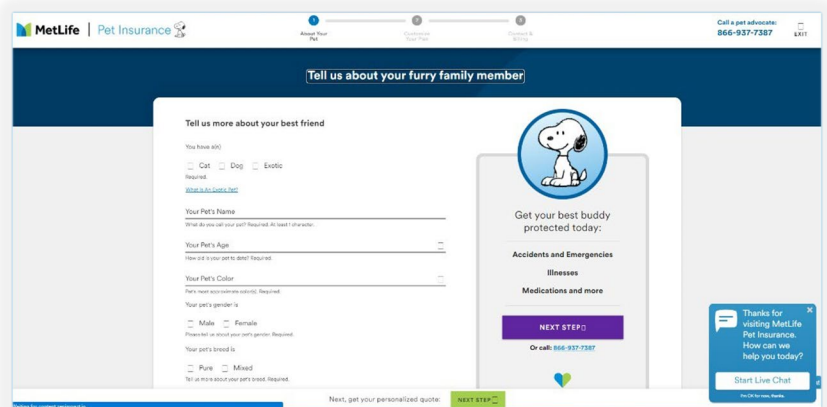
**Account Information**  
Updating your email address will not change your username for MyPets.  
If you have moved to a different address, please contact our call center to get the address updated.

First Name: Meghan  
Last Name: Fahy  
Address: [Redacted]  
City: [Redacted]  
State: KY  
Zip: [Redacted]  
Home Phone: [Redacted]  
Work Phone: [Redacted]  
Cell Phone: [Redacted]  
Email Address: meghan.fahy@metlife.com

[Edit Account Info](#)

### Get a Quote

By clicking on the **link from the homepage**, you can get a quote for MetLife Pet Insurance. A new tab will open.



**Tell us about your furry family member**

Tell us more about your best friend

You have 300  
 Cat  Dog  Exotic  
 Required  
[What is a breed type?](#)

Your Pet's Name  
 What do you call your pet? Required. At least 3 characters.

Your Pet's Age  
 How old is your pet's oldest? Required.

Your Pet's Color  
 How many colors does your pet have? Required.

Your pet's gender is  
 Male  Female  
 Please tell us about your pet's gender. Required.

Your pet's breed is  
 Pure  Mixed  
 Tell us more about your pet's breed. Required.

Get your best buddy protected today:  
 Accidents and Emergencies  
 Illnesses  
 Medications and more

[NEXT STEP >>](#)  
 Or call: 866-937-7387



Next, get your personalized quote: [NEXT STEP >>](#)

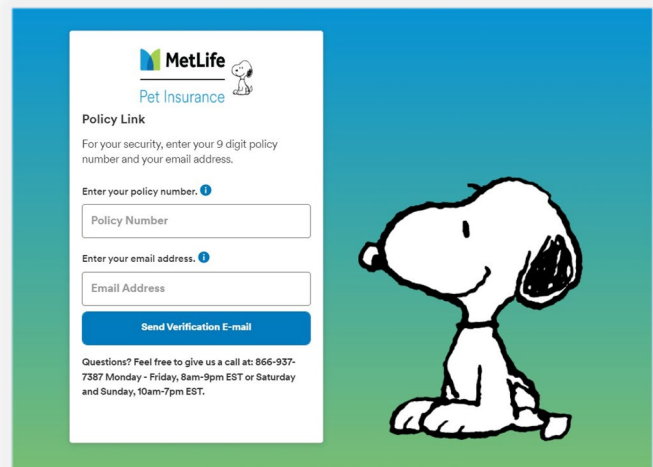
Call a pet advocate: 866-937-7387


Thank you for visiting MetLife Pet Insurance. How can we help you today?  
[Start Live Chat](#)

### Link a Policy

You can access this link from the homepage. This link will be used if you do not see your policy listed when accessing MyPets.

-  You will need to enter your policy number (including the dash), and 2 numbers after it (e.g., 1036771-04) and then your email address.
-  A verification email will be sent to you.



**MetLife**  
Pet Insurance 


**Policy Link**  
For your security, enter your 9 digit policy number and your email address.

Enter your policy number. 1

Enter your email address. 1



[Send Verification E-mail](#)

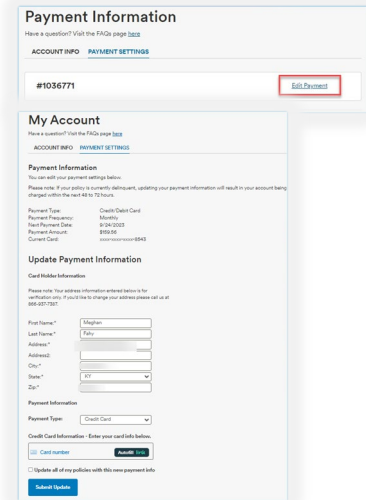
Questions? Feel free to give us a call at: 866-937-7387 Monday - Friday, 8am-9pm EST or Saturday and Sunday, 10am-7pm EST.



## Payment Settings

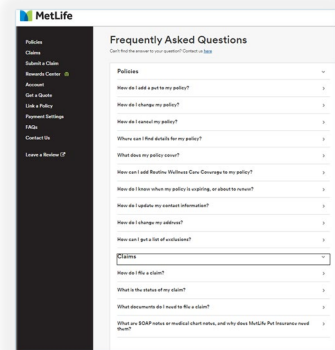
Once you access this link from the homepage, you can:

-  Edit payment information for direct bill policies
-  This can also be accessed under Account -> Payment Settings



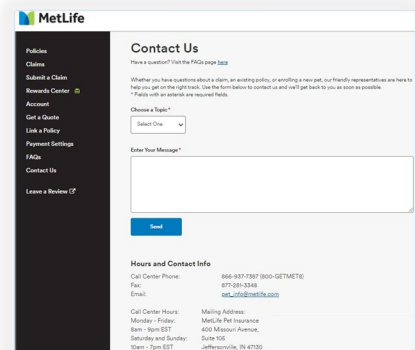
## FAQs

You can access this link from the homepage and view common questions related to policies and claims.



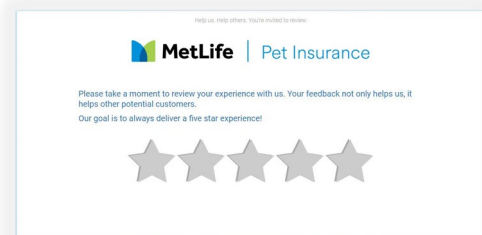
## Contact Us

You can access this link from the homepage and use the email form to Contact a MetLife Pet Advocate.



## Leave a Review

You can access this link from the homepage, and you can review MetLife Pet Insurance.



Pet Insurance Coverage issued by Metropolitan General Insurance Company ("MetGen"), a Rhode Island insurance company, headquartered at 700 Quaker Lane, Warwick, RI 02886, and Independence American Insurance Company ("IAIC"), a Delaware insurance company, headquartered at 11333 N Scottsdale Rd, Ste 160, Scottsdale, AZ 85454. Coverage subject to restrictions, exclusions and limitations and application is subject to underwriting. See policy or contact MetLife Pet Insurance Solutions LLC ("MetLife Pet") for details. MetLife Pet is the policy administrator. It may operate under an alternate or fictitious name in certain jurisdictions, including MetLife Pet Insurance Services LLC (New York and Minnesota) and MetLife Pet Insurance Solutions Agency LLC (Illinois).