



MetLife Complaints Process



For more than a century, MetLife has a reputation as a company that believes in fair dealing, integrity and trustworthiness. That's why we pride ourselves on always striving to deliver the highest standard of customer service.

If you feel that we have not lived up to these standards we would like to hear about it, so we can put it right for you.

How you can get in touch

Email us.

Complaints.Gulf@metlife.com, providing:

- Your full name
- Policy number
- Certificate number (only for policies held through your employer)
- Contact telephone number
- A brief description of your experience

Call us

UAE	Qatar	Bahrain	Kuwait	Oman	Any other country
800 6385433	800 9711	800 08033	+965 2 2089333	800 70708	+971 4 415 4555
Access your online account		Download the mobile app		Check out our FAQs	
www.metlife-gulf.com					

Lines are open from 8:00am to 7:00pm (UAE time: GMT + 04:00 hour)

Visit us

UAE	Bahrain	Kuwait	Oman	Qatar
New Century City Tower, 4th floor. Plot 129-187 port Saeed, Deira Dubai, UAE	Gajria Tower, 3rd floor, Building No. 452a, Road No. 1010, Block 410, Sanabis, P.O. Box 20281 Manama, Bahrain	Salhia Complex, Salhia area, Fahd Al Salem Street, Gate # 3, 1st floor, P.O. Box 669, Safat 13007, Kuwait City, Kuwait	American Life Insurance Company (MetLife) Dar Al Noor Building, Block No.233, Way No. 403 Building No.52, MSQ, Bausher, Office 405 & 406 P.O. Box: 894, PC114, Jibroo	Jaidah Square, 3rd Floor, Office 304A Airport Road, Near HSBC main Branch. Building # 63, Street 310 P.O. BOX 913 Doha- Qatar

What happens next?

- We will acknowledge your feedback within two (2) working days, and advise the Complaint Officer who will be investigating for you.
- Endeavour to complete our investigation and issue our response within five (5) working days.
- Inform you if for any reason we are not able to respond within five (5) working days, and keep you updated on our progress.



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We are committed to providing our customers and partners with products and services of the highest standards. If you feel our response did not completely satisfy your request, you can escalate it by emailing Complaint.Appeal@metlife.com. One of our representatives will respond to you with five (5) working days.

Should you remain dissatisfied with our resolution you can refer the matter to the relevant regulator. You may do so by sending details of your complaint, and the MetLife Complaint Reference Number to:

For Dubai Health Insurance complaints, you can contact the Dubai Health Authority (DHA) using the [online complaint form](#) or the details below:

E-Mail: wasselsotak@dha.gov.ae

Toll Free (24/7): 800342 (800 DHA)

For Abu Dhabi Health Insurance complaints, you can contact the Health Authority of Abu Dhabi (DOH) using the [online complaint form](#) or the details below:

Email: contact@abudhabi.ae

Telephone: +971 2449 3333 or Local Toll Free Number: 800 555

For all other UAE Insurance Policies, you can contact Ombudsman Unit by submitting your complaint via [Sanadak website \(https://www.sanadak.gov.ae/\)](#) or the details below:

Phone number: 800SANADAK (800 72 623 25)

Email: help@sanadak.ae



MetLife Complaints Process

Complaints Flow Chart

How to Submit a Complaint:



We will acknowledge your complaint within two (2) working days and advise the Complaint Officer who will be investigating for you.



We will conduct a thorough investigation into your concerns.



We endeavor to complete the investigation and issue our response within five (5) working days.
Should your complaint require additional time for investigation we will inform you and keep you updated as to our progress.



Complaint Closed



If you feel our response did not completely satisfy your request, you can escalate it by emailing complaint.appeal@metlife.com. One of the members of our Appeals Committee will respond to you within five (5) working days.



If you are dissatisfied with our resolution you can refer the matter to the relevant regulator.