

# Feedback and Complaints



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

Email us on [complaints.gulf@metlife.com](mailto: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.



### Contact us

Country	Call us
UAE	800 - MetLife (800 - 6385433)
Kuwait	+965 2 208 9333
Oman	800 70708
Bahrain	800 08033
Qatar	800 9711
Any other Country	+971 4 415 4555

Lines are open from 8:30 am to 7:00 pm  
(UAE time: GMT + 04:00 hour)



### Visit us

- **UAE**

New Century City Tower,  
4th floor, Plot 129-187  
Port Saeed, Deira  
Dubai, UAE

- **Kuwait**

Salhia Complex, Fahd Al Salem  
Street, Salhia area, Gate # 3,  
1st floor, P.O. Box 669,  
Safat 13007, Kuwait City,  
Kuwait

- **Qatar**

Jaidah Square, 3rd Floor, Office 304A  
Airport Road, Near HSBC main branch,  
Building # 63, Street 310 P.O. BOX 913  
Doha, Qatar

- **Bahrain**

Gajria Tower, 3rd floor,  
Building No. 452a, Road No. 1010,  
Block 410, Sanabis,  
P.O. Box 20281 Manama, Bahrain

- **Oman**

Dar Al Noor Building, Block No. 233,  
Way No. 403 Building No. 52,  
MSQ, Bausher, Office 405 & 406  
P.O. Box: 894, PC114, Jibroo,  
Sultanate of Oman



## What happens next?

After you get in touch, we will:

- Acknowledge your feedback within two (2) working days, and advise you who will be investigating it 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 as to our progress;
- Issue our response no later than ten (10) working days after you first got in touch.

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](mailto:Complaint.Appeal@metlife.com). One of our representatives will respond to you with five (5) working days.