

# Your claims are our top priority

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Gulf Group Medical & Individual Claims Report 2023



# The true value of Insurance Protection

In 2023 we have paid over

# \$308,329,294

Insurance is a decision based on trust; Trust that when you really need it, we will deliver what we promised and what you expect from us, to be **BY YOUR SIDE**.

## \$277M

Group Medical



## \$31M

Individual Life and Protection



Did you know

## \$844,738

is the average claims **daily pay out**



# 94%

MetLife's  
successful  
claims payout

### Why we didn't pay the remaining percentage

Unpaid benefits were due to non disclosure or fraud.  
Be transparent about your health, lifestyle and family history when buying life insurance.







We are here to offer you life, health and income protection solutions for a sound financial future

## Individual claims in amount

2021



\$47M

2022



\$39M

2023



\$31M

## Individual life and protection claims payout by benefit type from 2023

\$16M

Life claims



\$8M

Critical illness



\$3M

Credit life



\$0.5M

Income replacement and disability<sup>1</sup>



\$3M

Others



<sup>1</sup> Weekly cash benefit or waived premiums due to disability.

## Causes for Life Claims

Heart Disease 61%

Cancer 16%

Respiratory Disease 3%

Stroke 2%

Road Traffic Accident 0.2%



Youngest life claimant

22yrs



Average life claimant

30yrs



Oldest life claimant

86yrs

Youngest critical illness claimant

17yrs

Average critical illness claimant

47yrs

Oldest critical illness claimant

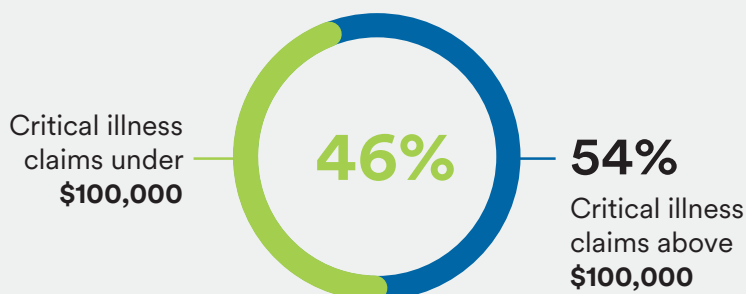
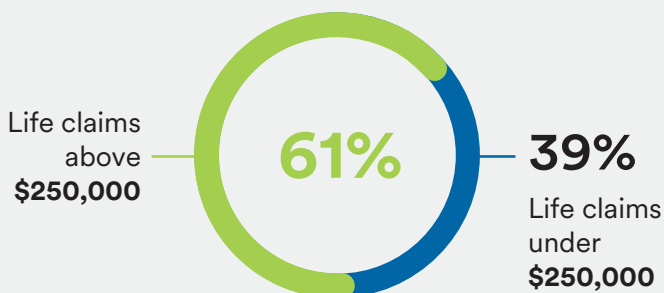
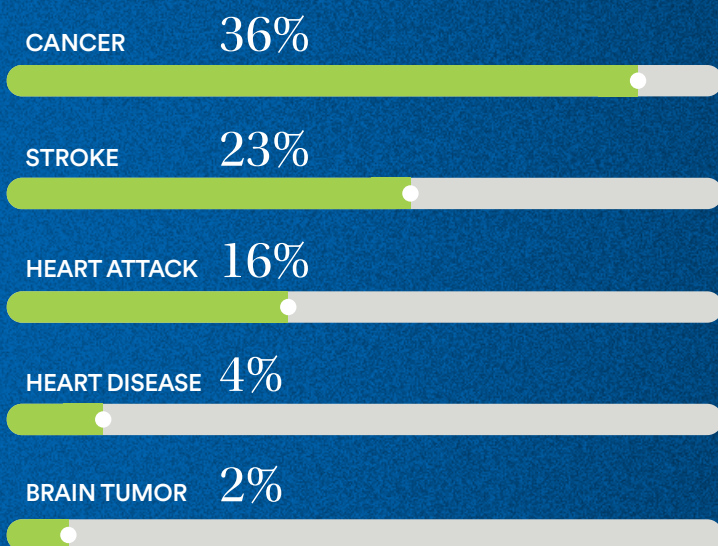
75yrs



# Critical Illness

In 2022, approximately 20 million cancer cases were newly diagnosed and 9.7 million people died from the disease worldwide. By 2050, the number of cancer cases is predicted to increase to 35 million based solely on projected population growth.<sup>1</sup>

## TOP CRITICAL ILLNESS CLAIMS REQUEST



Did you know?

**84%** of Gulf residents cannot maintain their standard of living for more than 2 months in the event of an income loss due to sickness or disability.<sup>2</sup>

Source:

<sup>1</sup> World Health Organization (WHO)

<sup>2</sup> Life Comes First Whitepaper - Published 2021 <https://www.metlife.ae/LifeComesFirst/>

# A rise of claims due to road traffic accidents



Most people involved in accidents would respond with “I never expected this would happen to me”.



Disability claims  
cause by road  
traffic accidents

\$132,248

Income replacement  
funds paid as an  
outcome of a road  
accident

\$57,131

Death by road  
accident

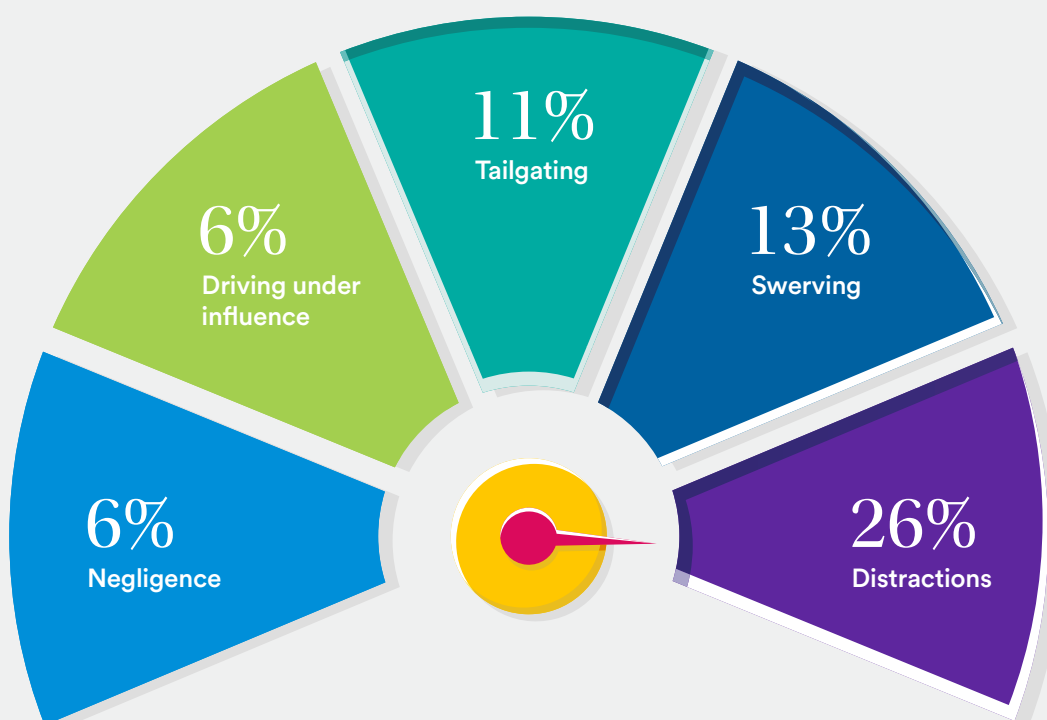
\$1,067.981

## Did you know?

Among respondents who had an accident that resulted in a disability, **67%** experienced a life-changing financial impact for themselves or their families as a result.



## Top 5 causes for Car Accident in UAE<sup>1</sup>



Source:

<sup>1</sup> Roads and Transport Authority (RTA) Report 2023.



# Wherever you are, we are



We are constantly looking to support our customers with tools and services that improve their lifestyle and claims experience.

At MetLife, we are truly proud of the level of service we deliver every single day for those that entrust us with their care. We often interact with our customers in their worst moments. An unexpected injury, a life-altering illness, or the loss of a loved one. In each of these cases, we aim to embed expertise, empathy, and a sense of urgency in each of our interactions with our customers.

With over 156 years of experience in insurance and financial protection, we utilize our gained experience to provide customers with simplified claims processes.

**We stand by you when you need us the most. Wherever you are.**

## Claims payment turnaround time

Type of Claim	Target Servicing Time	Actual Servicing Time
Medical Cash Claims	6 days	4.5 days
	# of Claims	87,723
Non-Medical Individual Claims	90% within 30 days	100%
	# of Claims	224

### Did you know?

**94%** of our medical claims come from direct-billing

**85%** of our customers are satisfied with our cash-claims pay-out





# Holistic medical benefits focused on our customer needs

12,949

Hospitalization claims paid in 2023



Over \$40M

Paid for optical and dental support over the past 3 years



## Top 10 diagnoses for medical claims in 2023



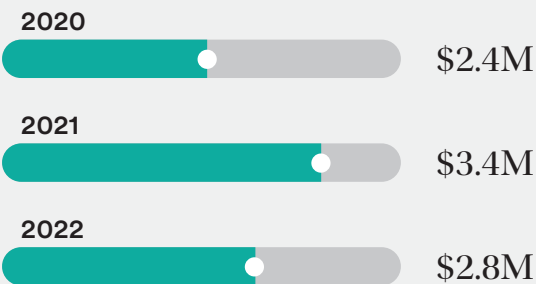


# Wellness and Employee Care

We provide benefits and solutions that boost business growth and build cultures that keep the multi-generational workforce happy and engaged.

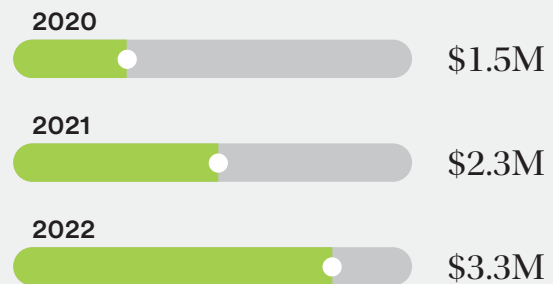
## \$4,296,560

Alternative treatments payout in 2023



## \$4,554,945

Psychiatric treatments payout in 2023



## Employee Assistance Program (EAP)

**Dealing with life's challenges.**

**Employee Assistance Program (EAP)**, offers someone to talk to and resources to consult whenever and wherever you need them.

### Legal Guidance:

Talk to a local legal expert for practical assistance with your pressing issues. Our experts offer a free half-hour consultation per issue per year on almost any legal topic, including:



Relationship or partner conflicts



Landlord and tenant issues, and more



Wills and trust

### Financial Information:

Our financial experts can assist with a wide range of issues. They offer a free half-hour consultation per issue per year for:



Taxes



Relocation and mortgages



Retirement planning



Budgeting, debt, bankruptcy



# MetLife Telehealth | Care Anywhere

Your safety is our top priority. With our Care Anywhere program, you can now consult generalists or specialists from the comfort of your home. Enjoy easy, safe, and seamless access to healthcare, including Telehealth and SmartDoc, with no cost for consultations and no co-pay.

With our Telehealth consultation services, members get convenient access to care through a list of doctors ready to cater to their health needs through an integrated video conference.

Since 2021, MetLife has been proud to offer our insured members the convenience and flexibility of virtual doctor consultations. This innovative program empowers members to connect with a generalist or specialist from the comfort of their own homes, eliminating the need for time-consuming in-person appointments. The program's impact has been undeniable, experiencing a surge in user adoption.



## Usage per count:

2021



809 members

2022



1,944 members

2023



1,880 members

## Usage per amount spent:

2021



\$22,373

2022



\$41,434

2023



\$44,471

Wellness has been at the forefront of MetLife's initiatives. In 2023, MetLife hosted more than 100 wellness events, webinars, and flu vaccine drives. The positive impact of these events is evident in the highly positive testimonials received.



**Amazon:** Big thanks to American Spine Center team for the Wellness Day conducted across Amazon UAE. The feedback from our employees has been great on the wellness assessments and consultations provided by MetLife team.

We appreciate the engagement and efforts of the MetLife team throughout the two weeks that we had the wellness days.



**DHL:** Everything was great and well organized. I appreciate MetLife's effort and collaboration to put together the Health and Wellness Day at DHL Abu Dhabi.

Our team is very grateful for everything. It was a pleasure working with you, and hopefully we will do it again soon.



**Ericsson:** Thanks very much to MetLife. The session was very informative.

The doctor was very engaging and interacted well with the employees. Employees gave positive feedback. He also demonstrated the exercises and seating postures, which were very beneficial.





Always with you, at every step of your wellbeing journey.

At MetLife, it's our mission to guide you through life's twists and turns. That's why we're excited to bring you an end-to-end solution that provides holistic support covering five key care pathways, designed to protect your wellbeing and your loved ones' future with just a click.

## A healthier life at your fingertips with MetLife 360Health

The end-to-end healthcare ecosystem designed with you at its heart.

Leading a healthy and happy life goes a long way to keeping serious illnesses at bay and protecting your future, but it's not always easy to know how.

That's why the 360Health app provides a wide range of features to support your physical and mental wellbeing.



## The MetLife 360Health Care Pathway

### Prevention

Providing the tools and resources for you to make more informed lifestyle choices and develop healthier habits, manage existing conditions and keep new ones at bay.

### Early diagnosis

Support and guidance at the first signs of a condition to facilitate recovery and provide solutions to minimize the impact of a serious illness.

### Access to treatment

We're with you on the road to recovery, with access to a network of pharmacies and medical facilities for exclusive discounts to ensure you are in safe hands.

### Ongoing care

Continuous access and support in navigating your healthcare journey with confidence and trust.

### Financial support

Our Insurance protection products will provide you with the financial support you need, at the time that you need it, and the place that you need it.

Download the MetLife **360Health** app now to discover a world of benefits at your fingertips.

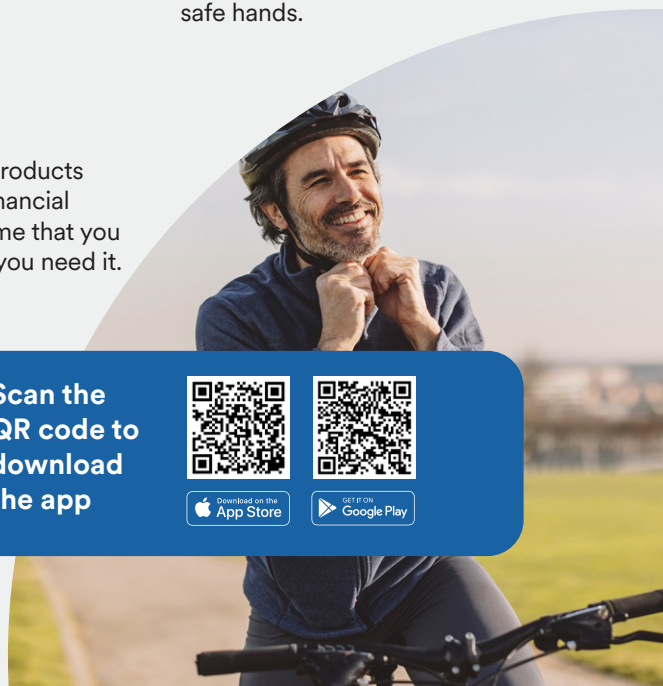
Scan the QR code to download the app



Download on the App Store



GET IT ON Google Play











# MetLife Pet Insurance

Life with pets is full of surprises! From playful accidents to unexpected health issues, our furry friends keep us on our toes. With MetLife Pet Insurance, you can rest easy knowing that no matter what mischief they get into, we've got your back.

## Coverage you can count on

Your pet means everything to you. So we provide everything they need. A MetLife policy covers:

- |   |   |
|---|---|
|  Medical exams, diagnostics      |  Blood tests, prescription medications |
|  Emergency care, Hospitalization |  Surgeries                             |
|  Physical therapy                |  Imaging (CT scans, MRI and X-Rays)    |

Help protect your furry best friend.



DOWNLOAD GUIDE



OUR VET NETWORK



## Milo's Claim Story

Milo, a 2 year old cocker spaniel got into some mischief, swallowing a whole toothpaste tube. Thankfully, vets whisked it away with a quick endoscopy. No surgery needed!

Now, Milo's back to playtime with fresh breath, and thanks to MetLife Pet Insurance, his humans can focus on cuddles, not bills.



Visit <https://www.metlife.ae/en/pet-insurance/> or scan the QR code to know more about MetLife Pet Insurance offerings.





# Championing our promise every day

## WE MAKE CUSTOMERS' LIVES EASIER

We would like to express our sincere gratitude to MetLife for the most incredible support that you have extended to us with this case. The whole scenario was understandably deeply concerning for our mutual client, but with the support you have provided and swift action, this matter was resolved.

It is events like this that truly build relationships and trust. Additionally, I believe this will be a very strong bond not only between the client and us all but also at a wider organizational level.

- MetLife Insured Customer



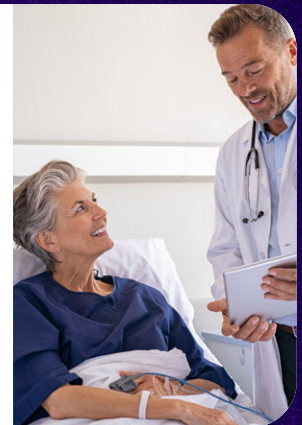
## WE ARE BY YOUR SIDE

I am writing to extend my heartfelt gratitude for your assistance in approving my surgery. Your dedication and hard work throughout this process have been instrumental in ensuring my well-being as promised by MetLife Employee Benefits.

Before the surgery, I struggled with daily activities due to the severe pain in my chest. Thanks to your efforts, I was able to undergo the surgery, and I am pleased to inform you that my recovery is progressing very well. It has been three weeks since the procedure, and so far, everything is looking positive.

Once again, thank you for your support and for facilitating the approval of my surgery. I will keep you updated on my progress and will inform you once I have fully recovered.

- MetLife Insured Customer



## WE HAVE PROVEN EXPERIENCE

I want to say many thanks to everyone one of you for helping me in this critical situation of my life. Today my husband is not with me now, but with your help at least I can provide a better future to my children.

- MetLife Insured Customer



## WE GO ABOVE AND BEYOND

I would like to express appreciation to MetLife, for their significant assistance at a very critical point in my life. The MetLife doctors were instrumental in ensuring that the approvals were provided on a proactive basis by coordinating with the hospitals and all relevant parties.

- MetLife Insured Customer

We care about your financial wellness awareness. Discover more on the "Life Comes First" survey. Discover *Life Comes First*, where you can find a host of information to elevate your insurance and protection knowledge:

**Download 'Prioritizing Family Protection in UAE'**, which delves into the financial attitudes among families in the UAE, revealing the protection gaps people are facing.

**Download '4 Steps to Improve Financial Wellness'**, which provides key recommendations so that you can be assured that you're making the right decisions about life's most important assets—family, prosperity, and personal health.

**Download 'Improve Your Family's Financial Wellness and Security'**, to discover how you can improve your financial preparedness, confidence, and ensure your family is truly protected.

Visit our glossary page for key terms and definition:  
<https://www.metlife.ae/glossary/>

Visit our customer care portal:  
<https://gulfservice.metlife.com>



## MetLife Gulf

65+  
YEARS

heritage in the region

Number of employees in the Gulf

OVER 700

Number of customers in the Gulf and LEVANT:

900,000+

## MetLife Globally

### Key Facts

- 155+ years of operation
- ~43,000 employees
- 40+ global markets where we operate
- ~\$35 billion paid to policyholders through claims and benefits in 2021
- No. 50 on the 2022 Fortune 500® list
- \$638.5 billion total assets under management<sup>1</sup>

### Financial Strength Ratings<sup>2</sup>

- A.M. Best Company, Inc. **A+**
- Fitch Ratings **AA-**
- Moody's Investors Service **Aa3**
- Standard & Poor's Ratings Services **AA-**



MetLife

We're Great Place to  
Work-Certified™!

92%

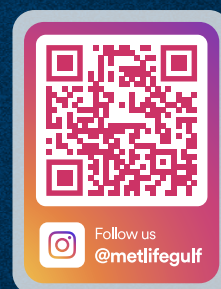
of our employees said that when  
you join the company, you are  
made to feel welcome

Source: 2024 Great Place To Work Trust Index® Survey

Over 100 million customers globally,  
and over 700,000 customers in the  
Gulf choose MetLife.

## Follow MetLife Gulf on social media

Join our vibrant social media community,  
scan the QR code below



All statistics are based on Gulf policies. Countries include: UAE, Bahrain, Kuwait, Oman and Qatar.  
Data in this report are from January 2021 - December 2023

- 1 As of 3/31/2022. At estimated fair value. Includes all assets managed by MetLife Investment Management. See MetLife's Investor Relations website (<http://investor.metlife.com>) for more information about total assets under management.
- 2 Financial Strength Ratings for the Metropolitan Life Insurance Company as of December 17, 2021. Ratings apply to Metropolitan Life Insurance Company financial strength and claims-paying ability and not the performance of any products. Please see [www.metlife.com/about-us/corporateprofile/ratings](http://www.metlife.com/about-us/corporateprofile/ratings) for current financial strength ratings.

MetLife, Inc. (NYSE: MET), through its subsidiaries and affiliates ("MetLife"), is one of the world's leading financial services companies, providing insurance, annuities, employee benefits and asset management to help its individual and institutional customers navigate their changing world.

Founded in 1868, MetLife has operations in more than 40 countries and holds leading market positions in the United States, Japan, Latin America, Asia, Europe and the Middle East. For more information, visit [www.metlife.com](http://www.metlife.com).

MetLife is a pioneer of life insurance with a presence of nearly 65 years in the Gulf. Through its branches and distribution partners, MetLife offers life, Accident & Health insurance along with retirement and savings products to individuals and corporations.

For more information, visit [www.metlife-gulf.com](http://www.metlife-gulf.com).

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