

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.ae, 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

HOW TO CONTACT US						
Country	UAE	Kuwait	Oman	Bahrain	Qatar	Any other Country
Call Us	800 6385433	+965 2 208 9333	800 70708	800 08033	800 9711	+971 4 415 4555

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

Visit us

UAE

Uhora Office Towers
Business Bay
Office no. 1903
P.O. Box 72578
Dubai, UAE

Bahrain

Office # 31, Building # A0452
Road # 1010 Sanabis 410
P.O. Box 20281
Manama 319, Kingdom of Bahrain

Kuwait

15th Floor, Rakan Tower,
Salhia, Fahad Al-Salem Street,
P.O. Box 669, Safat 13007, Kuwait

Oman

Haffa House Hotel, 2nd Floor
P.O. Box: 894
P.C. 114, Muttrah, Sultanate of Oman

Qatar

Jaidah Square Building
Airport Road, near HSBC main branch
2nd floor
P.O.Box 913
Doha - Qatar

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.ae. One of our representatives will respond to you with five (5) working days.