

Frequently Asked Questions

- Where can I confirm the full vendor list where I am eligible for discounts?**
 The vendor list can be accessed in the next section on this landing page, which is the same as the link on the digital card https://www.metlife.ae/content/dam/refresh/uae_refresh/en/assets/pdf/Medicalaccesscard/Medicalaccesscardprovider.pdf or retrieved on myMetLife.com. The list is refreshed on a regular basis for additions and deletions. Past discount eligibility does not guarantee future discount availability.
- Who is eligible for discounts?**
 The primary insured and their immediate family members.
- What must I present at time of redemption for service?**
 The card must be accessed digitally on phone or tablet, or a paper printout must be presented, along with proof of identity with matching name and photo
- What services are eligible for redeeming the qualified discounts?**
 Discounts are eligible on all full priced services from the vendors in network and cannot be combined with other offers. This benefit cannot be applied to items which are already discounted.
- Can discounts be applied to my co-pay or other member costs for which I am responsible to pay through my existing medical insurance?**
 No, any co-pays or membership fees for which the customer is responsible cannot be discounted. Discounts apply to actual goods or services rendered.
- Do I need to call in to the provider to inform them ahead of time to make an appointment for a desired service?**
 The normal expected process for redeeming the desired service should be followed. For services with a medical, dental or optical examinations and procedures normally require appointments to be made in advance. When in doubt please call the provider to confirm whether appointments are necessary. Walk-ins might not be immediately fulfilled.
- What do I do if a provider does not want to honor my discount card?**
 You can call **800 638-5433** to inform them of the issue so they can work to resolve the matter with the vendor. Allow 2 working days for MetLife to come back on the outcome.
- How can I generate another copy of my card if lost?**
 You can access it by logging into your account at myMetlife.com, or call **800 638-5433** for assistance.

Access Card Network List

Provider Name	Location	Discount	
Clinics*			
AL RAFA MEDICAL CENTRE ABU DHABI	ABU DHABI	25%	Aster Group
DAR AL SHIFA MEDICAL CENTRE ABU DHABI	ABU DHABI	25%	Aster Group
DR. MOOPEN'S MEDICAL POLYCLINIC ABU DHABI	ABU DHABI	25%	Aster Group
ACCESS MEDICAL CENTRE (Br. of DM) - AJMAN	AJMAN	25%	Aster Group
ASTER MEDICAL CENTRE Br. - AJMAN	AJMAN	25%	Aster Group
ACCESS CLINIC - PERSIA (Br. of DM)	DUBAI	25%	Aster Group
ACCESS CLINIC AL QUOZ (Br. of DM)	DUBAI	25%	Aster Group
ACCESS CLINIC BUR DUBAI (Br. of DM HEALTHCARE LLC)	DUBAI	25%	Aster Group
ACCESS CLINIC DIP	DUBAI	25%	Aster Group
ACCESS CLINIC DIP 2	DUBAI	25%	Aster Group
ACCESS CLINIC INTL. CITY (Br. of DM HEALTHCARE)	DUBAI	25%	Aster Group
ACCESS CLINIC JAFZA	DUBAI	25%	Aster Group
ACCESS CLINIC SONAPUR	DUBAI	25%	Aster Group
ACCESS CLINIC SONAPUR 2 (Br. of DM)	DUBAI	25%	Aster Group
AL AWEER MEDICAL CENTRE	DUBAI	25%	Aster Group
AL RAFA POLY CLINIC (INTL CITY)	DUBAI	25%	Aster Group
AL RAFA POLYCLINIC Br. - TECOM	DUBAI	25%	Aster Group
AL SHAAB MEDICAL CENTRE	DUBAI	25%	Aster Group
AL WARQA MEDICAL CENTRE	DUBAI	25%	Aster Group
ASTER AL NAHDA MEDICAL CENTRE	DUBAI	25%	Aster Group
ASTER BEAUTY CLINIC WARQA	DUBAI	25%	Aster Group

Provider Name	Location	Discount	
ASTER JEBELALI MEDICAL CENTRE	DUBAI	25%	Aster Group
ASTER JUBILEE MEDICAL COMPLEX	DUBAI	25%	Aster Group
ASTER MEDICAL CENTER ASWAAQ MALL (Br. of DM)	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE - ABUHAIL	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE - ARABIAN RANCHES	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE AL QUSAIS (Br. of DM)	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE BUSINESS BAY	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE DEIRA	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE INTERNATIONAL CITY	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE MUHAISNA (Br. of DM)	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE QUSAIS	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE SILICON OASIS (Br. of DM)	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE, AL BARSHA	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE, AL QUOZ	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE - JLT	DUBAI	25%	Aster Group
ASTER SPECIALIST CENTRE - INTL CITY	DUBAI	25%	Aster Group
ASTER SPECIALIST CENTRE- ORTHO & PHYSIO	DUBAI	25%	Aster Group
DR. MOOPEN'S MEDICAL CENTRE KARAMA BR	DUBAI	25%	Aster Group
DR. MOOPEN'S AL QUOZ MEDICAL CENTRE	DUBAI	25%	Aster Group
DR. KOYA'S CLINIC	DUBAI	25%	Aster Group
DR. MOOPEN'S POLY CLINIC	DUBAI	25%	Aster Group
GARDENS MEDICAL CENTRE	DUBAI	25%	Aster Group
GARDENS SPECIALITY CLINIC (BR OF DM)	DUBAI	25%	Aster Group
SALEEM POLYCLINIC	DUBAI	25%	Aster Group
UNION MEDICAL CENTRE	DUBAI	25%	Aster Group
ASTER MEDICAL CENTRE - FUJAIRAH BR	FUJAIRAH	25%	Aster Group
ASTER MEDICAL CENTRE - RAK (Br. of DM)	RAK	25%	Aster Group
ACCESS AL ROLLA MEDICAL CENTRE	SHARJAH	25%	Aster Group
ACCESS CLINIC MUWEILAH	SHARJAH	25%	Aster Group
ASTER AL NAHDA - SHARJAH	SHARJAH	25%	Aster Group
ASTER MEDICAL CENTRE SHARJAH	SHARJAH	25%	Aster Group
ASTER MEDICAL CENTRE - ABU TINA	SHARJAH	25%	Aster Group
ASTER MEDICAL CENTRE - ABU SHAGARA	SHARJAH	25%	Aster Group
DRS. NICOLAS & ASP CENTRE BR. - DOWN TOWN	DUBAI	up to 50%	Nicolas Group
DRS. NICOLAS & ASP CENTRE	DUBAI	up to 50%	Nicolas Group
DRS. NICOLAS & ASP CENTRE (BR. MARINA WALK)	DUBAI	up to 50%	Nicolas Group
DRS. NICOLAS & ASP CENTRE (BR. MIRDIF)	DUBAI	up to 50%	Nicolas Group
DRS. NICOLAS & ASP CENTRE (BR. PEDIATRIC DENTISTRY)	DUBAI	up to 50%	Nicolas Group
DRS. NICOLAS & ASP CENTRE (REMAL BRANCH)	DUBAI	up to 50%	Nicolas Group

Provider Name	Location	Discount	
SAUDI GERMAN HOSPITAL	DUBAI/SHARJAH	up to 25%	Individual
Tajmeel Dental Center L.L.C	ABUDHABI	up to 50%	Individual
Pharmacies**			
MARINA GROUP OF PHARMACIES	UAE	7%	Marina Group
Optical			
RIVOLI - EYEZONE	UAE	up to 30%	Optical Group
Oman			
Al Raffah Hospital – Ghubra	Oman	up to 30%	Aster Group
Al Raffah Hospital – Sohar	Oman	up to 30%	Aster Group
Al Raffah Polyclinic – Ruwi	Oman	up to 35%	Aster Group
Al Raffah Polyclinic – Mabela	Oman	up to 35%	Aster Group
Al Raffah Polyclinic – Alkhoud	Oman	up to 35%	Aster Group
Al Raffah Polyclinic - Amerat	Oman	up to 35%	Aster Group
Al Raffah Medical Center - Sohar	Oman	up to 35%	Aster Group
Al Raffah Medical Center - Liwa	Oman	up to 35%	Aster Group

MetLife Contact Details

MetLife UAE

P.O. Box 371916 Dubai, U.A.E. Toll Free: 800 6385433

Any Other Country

+971 4 415 4555

* Discount is applicable on all medical services except consumables and medicine inside the clinic.

** Discount will be applied only for the prescribed medicines.