



## **When a natural disaster strikes, we're here for you**

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New! Auto, Auto, Business insurance, Combo, Flood, GrandProtect, New! Home, Home, Motorcycle, PELP, RV, New! Umbrella |

All States

**Our claim organization stands ready to assist its customers impacted by severe weather and natural disasters. Our National Catastrophe Response Team and claim personnel are prepared to:**

- **Help customers secure shelter, as needed.**
  - **Guide customers through temporary repairs.**
  - **Issue advances for immediate expenses using debit cards and electronic fund transfers.**
  - **Promptly compensate customers for any damage to property.**
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### **Claim resources available 24/7**

When disaster strikes, it's important to contact us as soon as possible and report the claim to the appropriate area.



### **Customers can report property damage losses by:**

- Phone: **800-854-6011**.
- Fax: **866-743-1546**. *OR*
- Email: [\*\*MET\\_CAT@metlife.com\*\*](mailto:MET_CAT@metlife.com)



### **For MetLife Auto & Home Flood policy claims:**

- Phone: **1-877/254-6819**
- Customer email: [\*\*metlifecs@torrentcorp.com\*\*](mailto:metlifecs@torrentcorp.com).
- Customer website: [\*\*metlife.managemyfloodpolicy.com\*\*](http://metlife.managemyfloodpolicy.com).

- Agent website: <https://metlife.torrentflood.com>.



**For BOP or business auto claims:**

Call **1-888-231-1497** and **select option 2** to speak to Sedgwick, our commercial claim partner. You can also submit via email at [9062metlifejuris@sedgwickcms.com](mailto:9062metlifejuris@sedgwickcms.com).

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### **Staying safe ~ these resources can help**

These resources provide guidance when preparing for – on in the aftermath of – a major weather event. Please remember to share them with your customers.

- 30 Second Advance Planning Video – [3 quick tips for preparing for the worst.](#)
- For those customers on Twitter – [#Hurricane evacuation prep can be overwhelming, but a few simple tips can reduce stress & keep you safe.](#)
- Hurricane Safety Tips – [Staying safe and what to pack in your emergency kit.](#)

### **Flood Information**

- Learn about what National Flood Insurance Program (NFIP) policies provide for flood loss avoidance – [Flood Loss Avoidance Information for Agents.](#)
- You can send this customer version of that information to your Flood customers – [Flood Loss Avoidance Information for Customers.](#)