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MetLife launches digital claims tracker

Sydney, 22 September 2017 – MetLife Australia continues its focus on providing an exceptional claims experience with the launch of a digital claims tracker, complementing the personal service of the claims team.

The technology, which is optimised for desktop, tablet and mobile devices, connects members directly to MetLife’s claims system, allowing claimants to manage their claim and track progress anytime, anywhere.

Members can log-in to check the status of their claim, get updates from MetLife, complete tasks, upload information and access contact details.

The digital claims tracker was developed in close collaboration with recent claimants, ensuring it adds real value to the claims experience and addresses members’ needs.

Jeremy Simmons, AVP Customer Strategy and Innovation, MetLife, said the digital claims tracker was part of MetLife’s focus on driving exceptional member experience:

“Our research uncovered a largely positive experience of claimants, with our claims managers being a key driver of satisfaction. We developed the digital claims tracker with members’ needs and wants firmly front of mind, complementing the great work that our claims team does every day, providing increased clarity and efficiency, and allowing claimants to keep track of progress whenever and wherever.

“But while clarity and efficiency are key benefits of the digital claims tracker, it’s ultimately about providing choice. Many claimants are going through difficult times, and what came through strongly when we tested the digital claims tracker was the value they place on being able to keep up to speed with their claims process, even on days when they don’t feel like picking up a phone and speaking with someone.”

The digital claims tracker has initially been launched with MTAA Super as part of its commitment to continually improving service. MTAA Super welcomes this initiative which enables members to check in real time the progress of their claim.

MetLife will continue to roll-out enhancements to the digital claims tracker, including SMS alerts, in the coming months.

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About MetLife

MetLife Insurance Limited (MetLife), an affiliate of MetLife, Inc., is a specialist provider of life insurance to affinity partners, superannuation trustees and employers in Australia. MetLife has expertise in designing and executing direct insurance programs for partners’ customers and insurance solutions to meet the

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