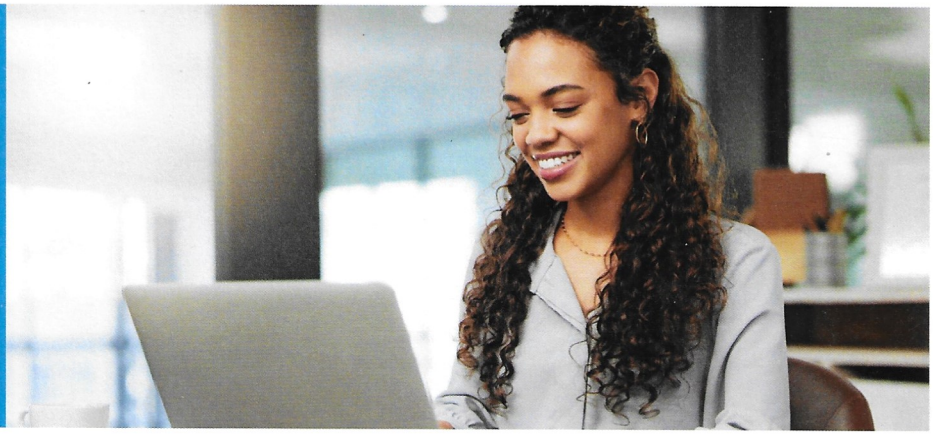
MetLife | Legal Plans

How to reach a network attorney



Once enrolled in MetLife Legal Plans, here are **three ways** you can reach a network attorney:

1 Member Dashboard

Log into members.legalplans.com to access the attorney directory. The attorney's contact information is listed within the directory, so you can reach out to make an appointment. **This feature is available 24/7**.

2 Client Service Center

Call our Client Service Center at **1-800-821-6400** for help finding an attorney. You can also request that they schedule your first appointment. **The CSC is available Mon. – Fri., 8:00 am – 8:00 pm EST**.

Want someone to schedule your attorney appointment? **Call the CSC**.

3 Ask an Attorney feature

If you have a legal question, you can send it via email and receive a response from an attorney within your jurisdiction within 48 hours. To use this feature, click on your name on the upper right-hand of the member dashboard and select Ask an Attorney. **This feature is available 24/7**.

- There are **no copays, deductibles, waiting periods, or claim forms** when using a network attorney.
- Network attorneys are available for **unlimited document review and consultations** on any legal matter.

What is an Eligibility ID?

Your **Eligibility ID** is a unique identifier. Please provide it to your attorney when you have a legal matter. Find it by clicking on your name on the upper right hand of the member dashboard.

Have more questions?

Contact the Client Service Center to learn about your plan coverage and options for connecting with an out-of-network attorney.

Please inform CSC representatives of any support you need throughout your legal matter. **This includes: attorney communications, questions about coverage, or how our process works.** We have an in-house team of attorneys who manage the network and are responsible for network attorney expectations and code of conduct.

Group legal plans are administered by MetLife Legal Plans, Inc., Cleveland, Ohio. In California, this entity operates under the name MetLife Legal Insurance Services. In certain states, group legal plans are provided through insurance coverage underwritten by Metropolitan General Insurance Company, Warwick, RI. For complete details of the coverage, call or write the company.

Protection at every step

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