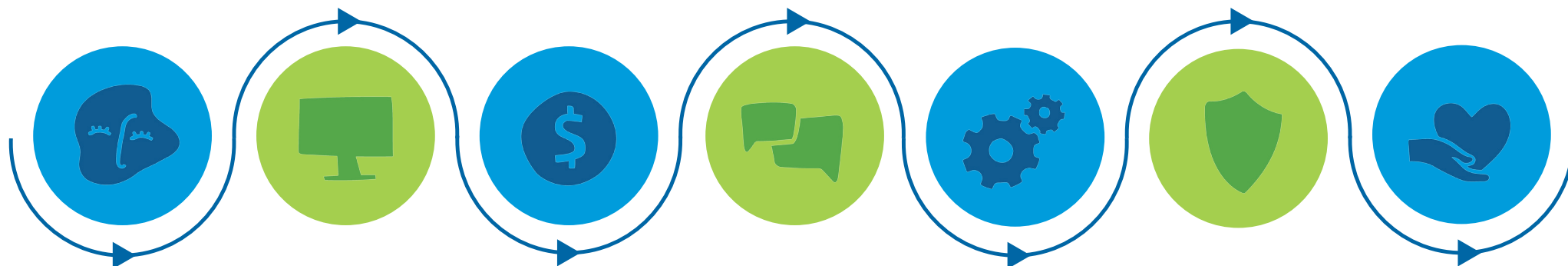


# How to complete a continuation option request

A helpful guide for Advisers. If further assistance is required, please email the MetLife team: [adviser@metlife.com](mailto:adviser@metlife.com)



## 01 RECEIVE CONTINUATION OPTION REQUEST

This will be from an employee of a MetLife Corporate client.

## 02 EMAIL AGI FOR AN ELIGIBILITY CHECK

Email: [metlife@agigroup.com.au](mailto:metlife@agigroup.com.au)

Ask AGI to check:

1. Is the employee less than 60 years old?
2. Is the employee a member of a MetLife Corporate client?
3. The employer's cover details (Life, TPD, SCI cover).

Please include 'Third Party Authority' to AGI if you don't have an authority on the client's account.

AGI will return the eligibility check along with a pre-filled application form.

## 03 PREPARE CONTINUATION OPTION QUOTE

Use MetLife's [Adviser Portal](#) to prepare your quote.

If you do not have access to the [Adviser Portal](#), email: [AU\\_AdviserAdmin@metlife.com](mailto:AU_AdviserAdmin@metlife.com) to have a log in set up.

## 04 SHARE QUOTE WITH EMPLOYEE

Get approval from the employee to proceed with the quote.

## 05 COMPLETE THE APPLICATION FORM

Review and complete, with the employee, the pre-filled application form provided by AGI.

Ask the employee to sign the application form.

## 06 SEND DETAILS TO METLIFE

Email the following to [auprotect@metlife.com](mailto:auprotect@metlife.com) for processing and underwriting:

1. Eligibility check from AGI.
2. Quote.
3. Completed and signed application form.

## 07 PUT THE POLICY IN FORCE

Once the application has been processed and approved by MetLife, go into the [Adviser Portal](#) and put the policy in force.

If you need assistance with this, email: [adviser@metlife.com](mailto:adviser@metlife.com)

Or click [here](#) to watch a short how-to video on how to put a policy in force.

## Who can apply for a continuation option?

An employee can apply for a continuation option if they meet the below eligibility criteria:

- apply within 60 days of leaving their current employer;
- are an Australian Citizen or permanent resident at the time of application;
- are not leaving their plan or employer due to illness or injury;
- have not previously claimed, are not currently claiming or have intentions to claim under their group policy;
- be no longer employed or engaged by the employer;
- have been employed as either a permanent employee, a franchisee or a partner, and at work on the last day before cover ended;
- not be joining any military forces (other than the Australian Armed Forces Reserve and is not on active duty outside Australia);
- for Income Cover, be in permanent employment with their current employer, and going to a new job in a similar or suitable occupation;
- are aged less than the maximum entry age outlined under both the group policy and individual policy; and
- have been covered under the group policy.



MetLife Protect is issued by MetLife Insurance Limited (ABN 75 004 274 882, AFSL 238096). MetLife Protect Super is issued by Equity Trustees Superannuation Limited (ABN 50 055 641 757, AFSL 229757).

This information is of a general nature and has been prepared without taking into account your objectives, financial situation or needs. You should seek independent financial advice having regard to your objectives, financial situation and needs.

For the class of consumers whom MetLife Protect and MetLife Protect Super is likely to be suitable for, and any conditions around how the product can be distributed, please refer to the Target Market Determinations for MetLife Protect (prepared by MetLife Insurance Limited) and MetLife Protect Super (prepared by Equity Trustees Superannuation Limited) at [www.metlife.com.au](http://www.metlife.com.au).

We recommend that you read the MetLife Protect and MetLife Protect Super Product Disclosure Statement, available by calling 1800 523 523 or visiting [www.metlife.com.au](http://www.metlife.com.au), before deciding whether to acquire, or to continue to hold, these products.

[metlife.com.au](http://metlife.com.au)