

Emergency Response Legal Assistance FAQs

Dealing with the aftermath of a natural disaster is a stressful time. Legal assistance can be beneficial to help employees get back on their feet and get answers to their questions.

MetLife Legal Plans provides free document review and consultation to all employees impacted by a natural disaster as part of our Emergency Response Legal Assistance. Employees can contact our network attorneys to get answers to questions related to legal issues they may be facing as well as have attorneys review documents such as FEMA applications or insurance forms.



Free consultation and document review service:

I have a current MetLife Legal Plans customer who wants to enroll their employees in the document review and consultation services benefit. How do I enroll them?

The AE should send an email to relief@legalplans.com with the name of the customer, MetLife customer number, AE name and region. No census file is needed for this service.

When can the employee access this service?

One business day from when MetLife Legal Plans receives the email.

How will the employee access the service?

The employee needs to call the Client Service Center at 800-821-6400. They will need to identify their employer, the last four digits of their SSN or employee number and indicate that they are interested in the document review and consultations services being offered.

What is covered under this offering?

Telephone and office consultations and document review.

How long are these services available?

The document review and consultation services are available immediately through 12/31/2024.

Will we know how many of our clients are using the plan?

Yes. We will be able to track how many clients enroll and their utilization.

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 costs and complete details of the coverage, call or write the company. Some services not available in all states. No service, including consultations, will be provided for: 1) employment-related matters, including company or statutory benefits; 2) matters involving the employer, MetLife and affiliates and plan attorneys; 3) matters in which there is a conflict of interest between the employee and spouse or dependents in which case services are excluded for the spouse and dependents; 4) appeals and class actions; 5) farm and business matters, including rental issues when the participant is the landlord; 6) patent, trademark and copyright matters; 7) costs and fines; 8) frivolous or unethical matters; 9) matters for which an attorney client relationship exists prior to the participant becoming eligible for plan benefits. Coverage for defense of criminal matters is excluded from insurance coverage for individuals located in New York. For all other personal legal matters, an advice and consultation benefit is provided. Additional representation is also included for certain matters. Please see your plan description for details.