

Disaster Relief 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.

Hyatt Legal Plans provides free document review and consultation to all employees impacted by a natural disaster as part of our Disaster Relief Plan. 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 HYATT LEGAL CUSTOMER WHO WANTS TO ENROLL THEIR EMPLOYEES IN THE DOCUMENT REVIEW AND CONSULTATION SERVICES BENEFIT. HOW DO I ENROLL THEM?

They can enroll their customer by sending 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 Hyatt receives the email.

HOW WILL THE EMPLOYEE ACCESS THE SERVICE?

The employee needs to call Hyatt's Customer Service Center at 1-800-821-6400. 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. *Standard exclusions apply.

HOW LONG ARE THESE SERVICES AVAILABLE?

The document review and consultation services are available immediately through 12/31/2019.

WILL WE KNOW HOW MANY OF OUR CLIENTS ARE USING THE PLAN?

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

Group legal plans are provided by Hyatt Legal Plans, Inc., a MetLife company, Cleveland, OH. In certain states, group legal plans are provided through insurance coverage underwritten by Metropolitan Property and Casualty Insurance Company and Affiliates, Warwick, RI. Please contact Hyatt Legal Plans for complete details. *Exclusions: No service, including advice and 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 plan member 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 exist prior to the participant becoming eligible for plan benefits.

800.423.0300 | www.legalplans.com
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