

MetLife



SecureMail

[User Settings](#)
[Help](#)
[F.A.Q.](#)
[Logout](#)

Message Re: General Inquiry (KMM11195710I15977L0KM)
From corpib (corpib@metlifeservice.com)
To robdelsman@suddenlink.net
Sent Today 03/31/2010, 15:12:24, EST
Expires 90 days from today on 06/29/2010, 16:13:24, EDT

[Reply](#)
[Delete](#)
[Save Message Text...](#)
[Printer-Friendly View](#)

Message Redirected by Tumbleweed EMF.

Original Recipients:

To: robdelsman@suddenlink.net

Cc:

Dear Rob,

Thank you for writing to MetLife Online and allowing me to be of assistance.

I understand the importance and concern of your request and I will be happy to assist you.

First, I would like to apologize for any inconvenience this issue may have caused. MetLife does not handle customer service for General Electric. Please call 800-238-3416 or 800-392-0789 for assistance.

I understand that this is probably not the information that you were expecting to hear but I hope that it has been helpful.

Cindy
 MetLife Disability Online Customer Service
 {MetLife Secure Message}

Original Message Follows:

Site: General Inquiries & Feedback

Submission Time-Stamp: 03/29/2010 @ 07:51:00 PM

*****User Collected Information*****

email: robdelsman@suddenlink.net

firstName: Robert

lastName: Delsman

address: 3809 Little Fairfield St

city: Eureka

state: CA

zip: 95503

phone: 916-799-6374

questionOrComment: I cannot understate my continual disappointment and frustration that I encounter as a result of your Employee Jim Brault, located at the GE Disability Benefits Center located in Eden Prairie, MN. I recently made a request to your employee regarding the alleged

overpayment that Mr. Brault claims that I owe MetLife and as usual your employee fails to provide me any useful information. Rather Mr. Brault simply quotes meaningless sections of ERISA.

It seems very simple to me that MetLife could provide that section of the plan document MetLife 504 plan for GE employees, which provides specific data that describes the method used of the calculation of an alleged overpayment by a claimant. When I specifically ask for this particular information from your Employee Jim Brault his response was a follows,

Quote:

“Further, because you have no outstanding benefits claim, you are no longer a plan participant, and/or because the remainder of the information is irrelevant to your prior claim, under ERISA, MetLife is under no obligation to provide the information requested.”

It is very simple to me, if MetLife alleges that I owe them money due to the overpayment of a disability claim, it should be a simple matter of providing the plan document that describes the method for calculation. If I am not provided with this information, I will not pay any alleged amount to anyone.

Best regards.

Rob Delsman
Claim # 37744

pageFrom: ML_IN_service

*****Additional User Information*****

Server Name: www.webforms.metlife.com

User IP: 172.24.180.112

User Domain: 172.24.180.112

Browser: Mozilla/4.0 (compatible; MSIE 8.0; Windows NT 5.1; Trident/4.0;

GTB6.4; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.4506.2152;

.NET CLR 3.5.30729)

This e-mail was collected from www.webforms.metlife.com on 03/29/2010 @
07:51:00 PM

VisitorID: 2bf88e2bdcecac60ff41269912568234

Copyright 2004 Metropolitan Life Insurance Company NY, NY - All Rights Reserved

PEANUTS Copyright United Feature Syndicate, Inc.