

## Payments

- Claim payments are subject to confirmation of coverage and/or assumption of liability. Payments are made in accordance with state regulations and MetLife Auto & Home financial rules.
- Payment of original and/or supplemental estimates is based on review and approval by our Material Damage Specialists (MDS).
- If you are in doubt that we have or will issue payment on a claim, contact the claim adjuster at our local claim office for a status.
- To prevent delays in payment and to assure the payment is issued to the appropriate party(s) **please submit a scanned or a digital photograph of a signed Direction to Pay form.**
  - If you are certain you will be repairing the customer's vehicle, **submit a scanned or legible digital photo of the signed Direction to Pay form** with your estimate and photos.
  - **If a digital photo of the signed Direction to Pay form is submitted** along with the original estimate the payment will be made payable to the GRP shop, and mailed to the GRP shop.
  - **If only an estimate is submitted** the payment will be co-issued to the customer and his/her lien holder, or if there is no lien holder, to the customer only. Payment will be mailed to the customer.

## Supplemental Payments

- **If a digital photo of the signed Direction to Pay form is submitted** with your supplemental estimate, or a Direction to Pay was submitted for the Original Estimate, the supplemental payment will be issued to the GRP shop only and mailed to the GRP shop.
- **If no signed Direction to Pay form is provided**, the supplemental payment will be issued to the customer and the GRP shop, and mailed to the GRP shop.

**The original signed Direction to Pay form must be retained at the shop and made readily available upon request.**