

Surgi-Care Program

Surgi-Care Program provides adequate monetary compensation in the event of performing surgery due to a disease or an accident.



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Program Benefits

You can use a MetLife insurance card for surgeries performed in a hospital under the company's medical network, within the adequate monetary compensation according to the surgery list included in the policy.

You can find the medical network via our mobile application by downloading the "MetLife e-Services" application.



If the surgery is performed in a hospital not included in the company's medical network, you may submit an ordinary claim with relevant evidence of performing the surgery and you will receive adequate monetary compensation according to the surgery list included in the policy.

Security Payment

- You can choose between five protection bundles: EGP 25,000 – EGP 50,000 – EGP 75,000 – EGP 100,000 – EGP 150,000 .
- You can add the daily cash feature of EGP 350 for each day of hospitalization (maximum of 5 days for each surgery).
- You can add your entire family (spouse - kids) under the same insurance policy.

Prior Approval

You can obtain prior approval through the following:

1. Downloading the "MetLife e-Services" mobile application
2. Sending an email to approval.requests@metlife.com, and you will receive a reply within an hour
3. Sending a fax to (+202) 28104550 / (+202) 28104548 , and you will receive a reply within 24 hours

Prior approvals are valid for 14 days of the issuance date. However, it shall be deemed invalid if the medical service is performed at a place other than the place it is addressed to.

Documents required to obtain the prior approval

- Copy of the MetLife surgical coverage card
- Medical report or physician's prescription
- Identifying the name of the medical service provider
- Any supporting medical documents (radiologist report/lab test/detailed medical report) of the required medical service.

In case of emergency or if the insurance holder has surgery without prior approval, he/she should submit the required documents requested by the company, including invoices and medical reports, in order to refund the compensation in cash according to the surgery list included in the policy, if the claim is valid.

The information included in this document serves as general descriptive information and does not include the full terms and conditions. Please refer back to the insurance policy for the full terms and conditions.

This marketing material has the approval of the Financial Regulatory Authority, dated 17/05/2023

Tax Registration Number: 297-123-200