

HAWAII TDI CHECKLIST



The following are step-by-step instructions that describe what you need to do to file a claim for Temporary Disability Insurance (TDI) in the state of Hawaii.

1. Let Hertz know about your needs for TDI by notifying your manager or HRBP.
2. After you've informed your manager or HRBP, you'll need to notify MetLife. Call AskHR at 1-800-654-3373 and press "2" to be connected to MetLife. MetLife representatives are available Monday through Friday from 8:00 a.m. to 11:00 p.m. ET.
3. Next, you'll need to call MDX Hawai'i to file your claim. MDX Hawai'i will mail you a claim packet with a detailed letter outlining the documents in the packet.
4. On Form TDI-45, answer all questions in **Part A, Claimant's Statement**. Make sure you sign your name, or if you're unable, have a responsible person sign for you.

If you require a particular person to act as your Personal Representative, please include a completed Personal Representative Form with the TDI-45 claim. This form is included in your claim packet.

5. Have your HRBP complete and sign **Part B, Employer's Statement**.
6. Have your doctor complete and sign **Part C, Doctor's Statement**.
7. Mail the completed and signed TDI-45 form (and Personal Representative Form, if applicable) to MDX Hawai'i at the address on the form.

To avoid unnecessary delay, submit your claim form to MDX Hawai'i (MetLife's Third-Party Administrator) no later than 90 days after you're unable to perform the duties of your job. If you file beyond 90 days, attach a statement explaining why you were unable to file earlier. After you file your claim, MDX Hawai'i will notify you if you're eligible for benefits.



If you have any questions regarding how to complete the claim form, call MDX Hawai'i at 1-808-792-8498. Representatives are available from 8:00 a.m. to 4:00 p.m. HT.

Note: Auxiliary aids and services are available upon request. Please call: (808) 586-9188; TTY (808) 586-8847; and for neighbor islands, TTY 1-888-569-6859. A request for reasonable accommodation(s) should be made no later than ten working days prior to the needed accommodation(s).

