MetLife | Life Insurance

# Losing a loved one is one of life's most difficult moments.

# We're here to help.



## We provide you with support and guidance to make the process a little easier.

We'll provide step by step guidance through the claims process and connect you to available services **included at no cost**.

You'll have **expert assistance** to help secure documentation related to your claim such as death certificates.

You can visit **metlife.com/beneassist** for additional support beyond life insurance.*

*The **metlife.com/beneassist** website provides information on how and why it's important to notify third parties (i.e., credit agencies, Social Security Administration and Veterans Affairs). You'll also find guidance on how to shutdown common social media accounts and more.

Navigating life together

# Let's discuss these no cost services available to you:

- **Grief Counseling**[1] – Support from licensed professional counselors 24 hours a day, 7 days a week to help during this difficult time and provide comfort, encouragement and hope to you; along with legal, financial and funeral assistance.
- **Estate Resolution Services**[2] – Assist you with settling your loved one's estate, which includes unlimited one on one consultations, preparation and court representation and help with any correspondence or tax filing.
- **Willscenter.com**[3] – Online secure website available to you and your family members 24 hours a day, 7 days a week to create binding documents. Resources are available online to address questions you may have about creating a will or general estate planning.



Call us at **1-800-638-6420** for any of your claim needs.

Scan the **QR Code** with your smartphone camera or visit **metlife.com/concierge2** to watch a quick video about the MetLife Beneficiary Claims Concierge experience.

1. Grief Counseling and Funeral Assistance services are provided through an agreement with LifeWorks. US Inc. LifeWorks is not an affiliate of MetLife, and the services LifeWorks provides are separate and apart from the insurance provided by MetLife. LifeWorks has a nationwide network of over 30,000 counselors. Counselors have master's or doctoral degrees and are licensed professionals. The Grief Counseling program does not provide support for issues such as: domestic issues, parenting issues, or marital/relationship issues (other than a finalized divorce). For such issues, members should inquire with their human resources department about available company resources. This program is available to insureds, their dependents and beneficiaries who have received a serious medical diagnosis or suffered a loss. Events that may result in a loss are not covered under this program unless and until such loss has occurred. Services are not available in all jurisdictions and are subject to regulatory approval. Not available on all policy forms.

2. Available with Basic Term Life. MetLife Estate Resolution Services are offered by MetLife Legal Plans, Inc., Cleveland, Ohio. In certain states, legal services benefits are provided through insurance coverage underwritten by Metropolitan General Insurance Company, Warwick, Rhode Island. Certain services are not covered by Estate Resolution Services, including matters in which there is a conflict of interest between the executor and any beneficiary or heir and the estate; any disputes with the group policyholder, MetLife and/or any of its affiliates; any disputes involving statutory benefits; will contests or litigation outside probate court; appeals; court costs, filing fees, recording fees, transcripts, witness fees, expenses to a third party, judgments or fines; and frivolous or unethical matters.

3. WillsCenter.com is a document service provided by SmartLegalForms, Inc., an affiliate of Epoq Group, Ltd. SmartLegalForms, Inc. is not affiliated with MetLife and the WillsCenter.com service is separate and apart from any insurance or service provided by MetLife. The WillsCenter.com service does not provide access to an attorney, does not provide legal advice, and may not be suitable for specific needs. Employees should consult with their financial, legal, and tax advisors for advice with respect to such matters. WillsCenter.com is available to anyone regardless of affiliation with MetLife.

Nothing in these materials is intended to be advice for any particular situation or individual. Like most group life insurance policies, MetLife insurance policies have certain exclusions, exceptions, limitations, reductions of benefits and terms for keeping them in force. A MetLife representative can provide you with costs and complete details.

MetLife Group Term Life insurance is issued by Metropolitan Life Insurance Company, 200 Park Avenue, New York, NY 10166 under Policy Form # GPNP99.

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