

# Comfort and support, tailored to employees' individual needs.



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## It's easy for employees to receive confidential, 24/7 support.

The moment may be difficult, but  
getting professional support isn't.

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Loss and difficult life changes are unfortunate realities that we all face. It can be hard for anyone to deal with, especially when you're far from home. MetLife Worldwide Benefits life insurance coverage includes Grief Counseling services at no extra cost. Care and support are always available — whether it's help coping with a loss or a major disruption in life. Through our partnership with LifeWorks, professional counselors are ready to help globally-mobile employees and their families move forward.<sup>1</sup>

## Caring, expert support when:

- A loved one has passed
- A divorce is finalized
- A serious medical diagnosis or critical illness has occurred
- A layoff or termination of a job has occurred

These counseling sessions are tailored to meet the unique needs of the individual. With up to three in-person or telephonic sessions available with a licensed LifeWorks counselor, support is here when employees and their families need it most.<sup>1</sup>

## Our Grief Counseling services include:

### Financial and legal consultation:

- Access to qualified consultants for information, assessment, action planning, and resources
- Helpful information, available for download
- Referral to local resources and assistance
- Personalized researched referrals

### Get easy-to-access resources and expert guidance.

- Receive unlimited access to a customized global Grief Counseling services website and mobile application
- 24/7/365 toll-free access for a friendly telephone intake by a qualified mental health professional as well as assessment and referrals
- Take advantage of a maximum of three face-to-face, telephonic, and video counseling sessions per grief or loss event<sup>1</sup> (Services subject to local availability)
- LifeWorks continues the care with follow-up services to participants using Grief Counseling services
- Cross referrals to services when appropriate and where available
- Counselors can refer those in need to local resources and assistance

## Three simple steps to request onsite support:

**Step 1:** Call LifeWorks.

**Step 2:** A LifeWorks Service Advisor will gather preliminary information, including:

- Company name
- Personal information (which includes name/s, contact number/s, email address/s, role/s)
- Nature of the incident

**Step 3:** Employee will be connected to a specialty team member to ensure proper care.

**Support globally-mobile employees in their time of need. To learn more, contact your MetLife Account Executive today.**

[MetLifeWorldwide.com](https://www.MetLifeWorldwide.com)

<sup>1</sup>MetLife's worldwide benefits products are underwritten by Delaware American Life Insurance Company, a MetLife affiliate domiciled at 600 North King Street, Wilmington, DE 19801, and other affiliates.

Grief Counseling Services are provided by a vendor not affiliated with DelAm, and the services provided are separate and apart from the insurance provided by DelAm. The vendor's network of 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. Events that may result in a loss are not covered under this program unless and until such loss has occurred. This program is available to Employees and their family members, as well as to beneficiaries at the time of a death claim. Family members are defined as an Employee's lawful spouse, domestic partner, natural child, adopted child, and stepchild. Services are not available in all jurisdictions and are subject to regulatory approval.

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