MetLife | MetLife Advantages℠

Providing comfort and support for your loved ones



Grief Counseling support for your beneficiaries

The loss of a loved one can be hard to deal with. That's why Beneficiary Grief Counseling services help by providing comfort, encouragement, and hope to your beneficiaries. This service is included with your life insurance coverage. We have partnered with TELUS Health US Inc. to provide your beneficiaries with support from licensed professional counselors to help during this difficult time of need.[1]

Confidential assistance available 24 hours a day, 7 days a week

Personalized counseling sessions to help meet your beneficiary's needs. Your beneficiary is eligible for up to five counseling sessions.* Sessions can be in-person or by phone with one of TELUS Health network of counselors who provide professional, confidential support during difficult times.

Self-service resources your beneficiaries can access at anytime

Rest assured knowing your beneficiaries will be able to get the level of support they need at their own pace. Self-help resources are available to help beneficiaries through the grieving process. Online information available includes:

- Dealing with grief
- What to do after the death of a loved one
- Coping with painful anniversaries

To speak with a TELUS Health counselor, call 1-866-307-1405

Visit metlifebene.telushealth.com
User name: **metlifebene**
Password: **support**

Services that may also be included with your life insurance coverage:

- Will Preparation[2]:Prepare a binding will at any time
- Estate Resolution Services[2]: Settle an estate with confidence

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Visit metlifebene.telushealth.com
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1. Beneficiary Grief Counseling services are provided through an agreement with TELUS Health. TELUS Health is not an affiliate of MetLife, and the services TELUS Health provides are separate and apart from the insurance provided by MetLife. TELUS Health has a nationwide network of over 30,000 counselors. Counselors have master's or doctoral degrees and are licensed professionals. This program is available only to beneficiaries of MetLife group Life Insurance programs. Events that may result in a loss are not covered under this program unless and until such loss has occurred.
2. Included with Supplemental Life Insurance. Will Preparation and 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. For New York situsedor principally located cases, the Will Preparation service is an expanded offering that includes office consultations and telephone advice for certain other legal matters beyond Will Preparation. Tax Planning and preparation of Living Trusts are not covered by the Will Preparation Service.

   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.

Nothing in these materials is intended to be advice for a particular situation or individual. Please consult with your own advisors for such advice. Like most group insurance policies, insurance policies offered by MetLife contain certain exclusions, exceptions, waiting periods, reductions, limitations and terms for keeping them in force. Please contact your benefits administrator or MetLife for costs and complete details.

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