MetLife | Life Insurance

More than Life Insurance Protection



Valuable services included with Carnegie Mellon University optional life insurance plan to help you and your loved ones navigate what life may bring. See below on ways to access these services in your time of need. These services are automatically available to you when your optional life insurance coverage starts and at no cost to you.

Planning for the future	Services	Call or Visit
Estate Planning Services [1,2]	Choose to complete wills and other important estate planning documents quickly and easily online. If enrolled in Supplemental Life Insurance, you also have the option to work one-on-one with an attorney, in-person or on the phone. In some states, access to online notary services is available.	**MetLife Legal Plans** **1-800-821-6400** legalplans.com/estateplanning
Funeral Discounts and Planning Services[3]	Access to the largest network of funeral homes and cemeteries to pre-plan with a licensed counselor and receive a discount on funeral services	**Dignity Memorial** **1-866-853-0954** www.finalwishesplanning.com
Travel Assistance[4]	Personal and work-related travel assistance and services when you are more than 100 miles from home. Travel Assistance Services are limited to travel of 180 days or less.	**1-800-454-3679** www.metlife.com/travelassist All users are required to set up their unique profile via the registration process for first time access.

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Assisting through life's changes	Services	Call or Visit
Transition Solutions[5]	Specially trained third-party financial professions from Barnum Financial Group who can answer your questions and provide guidance when your group life insurance is ending or reducing.	You may receive a call from a Barnum financial professional, or you can **call 877-275-6387** to arrange for a financial professional to contact you directly.

Support through difficult times	Services	Call or Visit
Empathy[6]	Support and guidance for beneficiaries managing their grief as well as help with probating and settling an estate, closing accounts, home clearing, and more. Beneficiaries can choose to get the support they need online through the Empathy app/portal, or with a dedicated Care Manager, or a combination of both.	Empathy access information is shared with beneficiaries at time of claim.
Grief Counseling with Funeral Assistance[7]	Counseling services with a licensed professional to help cope with a loss, major life event or a serious medical condition Covers participating employees and their dependents • Grief Support: Access to qualified consultants for information, support, crisis intervention, as it relates to a loss (e.g. death, job termination, pet, life threatening illness) 5 sessions, in person or telephonic Financial and Legal consultation available to assist with making informed decisions	TELUS Health **1-888-319-7819** **one.telushealth.com** **Username:** metlifeassist **Password:** support
Beneficiary Grief Counseling[7]	Personalized counseling sessions to meet your beneficiary's needs. Any beneficiary who receives the life insurance proceeds is eligible for up to 5 counseling sessions. These sessions can be in-person, web or by phone with one of TELUS Health's network of counselors who provide professional, confidential support during difficult times	TELUS Health **1-866-307-1405** **one.telushealth.com** **Username**: metlifebene **Password**: support

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Beneficiary Claims Assistance[5]	Support for your beneficiaries with claims and financial needs	1-877-ASK-MET-7 (1-877-275-6387) MetLife has arranged for specially-trained third party financial professionals to be available for assistance in-person or by telephone
Total Control Account®[8]	Interest-bearing, no fee account designed with beneficiaries in mind. Although not a bank account, it's a lot like a checking account, but with several advantages such as: • Fastest access to your funds, which starts earning interest immediately • TCA competitive crediting rates are historically higher than those of standard checking/savings accounts. • Zero maintenance or service feeds	1-800-638-7283 for questions regarding Total Control Account
Estate Resolution Services[9]	Legal representation from a participating MetLife Legal plan attorney to settle an insured's estate, and provide advice and consultation for beneficiaries	**MetLife Legal Plans 1-800-821-6400**

1. Will Preparation is 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 situsted or 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.
2. Digital Estate Planning with online notary is only available to individuals covered by Optional Term Life Insurance. It is not included with Basic Term Life insurance (unless Will Preparation is included with Basic Term Life coverage) or Dependent Term Life insurance and is not available for individuals residing outside the United States or in any U.S. territory. Domestic partnerships are not currently supported; however, if you have contributory life coverage and are in a domestic partnership, you may use a MetLife Legal Plans attorney for your planning needs. If you are unable to access the MetLife Legal Plans website, you can find a network attorney by calling MetLife Legal Plans at 1-800-821-6400, Monday through Friday, 8am – 8pm EST. You will need to provide your company name, customer number and the last 4 digits of the policyholder's social security number. Group legal plans are provided by MetLife Legal Plans, Inc., Cleveland, OH. In certain states, group legal plans are provided through insurance coverage underwritten by Metropolitan General Insurance Company, Warwick, RI. Digital Estate Planning without online notary is available to all individuals residing within the United States (except in any U.S. territory) regardless of any MetLife relationship or product.
3. Services and discounts are separate and apart from the insurance provided by MetLife and are provided through a member of the Dignity Memorial® Network, a brand name used to identify a network of licensed funeral, cremation and cemetery providers that are affiliates of Service Corporation International (together with its affiliates, "SCI"), 1929 Allen Parkway, Houston, Texas. Planning services, expert assistance, and bereavement travel services are available to anyone regardless of affiliation with MetLife. The online planning site is provided by SCI Shared Resources, LLC. SCI is not affiliated with MetLife. Not approved for Non-Employer group policies situsted in WA and Employer and non-Employer group policies in AK, FL, KY, MT, ND, and NY. If the group policy is issued in an approved state, the discount is available for services offered in any state except KY and NY or where there is no Dignity Memorial presence (AK, MT, ND, SD, and WY). For MI and TN, the discount is available for "At Need" services only.
4. The AXA Travel Assistance Program is available for participants in traveling status. When a trip exceeds 180 days, the participant is no longer considered to be in traveling status and is therefore no longer eligible for the services. Also, AXA Assistance USA will not evacuate or repatriate participants without medical authorization; with mild lesions, simple injuries such as sprains, simple fractures or mild sickness which can be treated by local doctors and do not prevent the member from continuing his/her trip or returning home; or with infections under treatment and not yet healed. Benefits will not be paid for any loss or injury that is caused by or is the result from: pregnancy and childbirth except for complications of pregnancy, and mental and nervous disorders unless hospitalized. Reimbursements for non-medical services such as hotel, restaurant, taxi expenses or baggage loss while traveling are not covered. The maximum benefit per person for costs associated with evacuations, repatriations or the return of mortal remains is US $1,000,000. The maximum benefit for political and natural disaster evacuation is $100,000 per person. The maximum benefit for dispatch of physician and pet repatriation is $2,500. Treatment must be authorized and arranged by AXA Assistance's designated personnel to be eligible for benefits under this program. All services must be provided and arranged by AXA Assistance USA, Inc. No claims for reimbursement will be accepted. .
5. MetLife administers the Transition Solutions program and has arranged to have specially trained third-party financial professionals offer financial education. The financial professionals providing financial education are not affiliated with MetLife but are providing the program under a service provider contract.

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6. Empathy's bereavement services and platform are provided through an agreement with The Empathy Project, Inc., (doing business as Empathy). Empathy is not an affiliate of MetLife, and the services Empathy provides are separate and apart from the insurance provided by MetLife. This program is available to the beneficiaries of deceased insureds covered under MetLife Group Life insurance programs and to insureds who are terminally ill and eligible to accelerate life proceeds under MetLife's Accelerated Benefit Option. Empathy's terminal illness services are not available on NY policy forms or policy forms operating under NY jurisdiction. Empathy is only available to insureds and beneficiaries who are US residents. Information disclosed directly to Empathy is not disclosed to MetLife, and therefore is not subject to MetLife's privacy policy.
7. Grief Counseling [and Funeral Assistance services are available in all states but New York. Beneficiary Grief Counseling services are available in New York. Both 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. Beneficiary Grief Counseling is available only to beneficiaries of MetLife group Life Insurance programs. Events that may result in a loss are not covered under either program unless and until such loss has occurred. Information disclosed directly to TELUS Health is not disclosed to MetLife and, therefore, is not subject to MetLife's privacy policy.
8. Subject to state law, and/or group policyholder direction, the Total Control Account is provided for all Life and AD&D benefits of $5,000 or more. The assets backing the Total Control Account (TCA) are maintained in the general account of MetLife or the Issuing Insurance Company. These general accounts are subject to the creditors of MetLife or the respective Issuing Insurance Company. MetLife or the Issuing Insurance Company bears the investment experience of such assets and expects to earn income sufficient to pay interest to TCA Accountholders and to make a profit on the operation of the TCAs. Regardless of the investment experience of such assets, the effective annual rate on the Account will not be less than the rate guaranteed on the welcome guide. The TCA and other available settlement options are not bank products and are not insured by the FDIC or any other governmental agency. In addition, while the funds in your account are not insured by the FDIC, they are guaranteed by each state's insurance guarantee association. The coverage limits vary by state. Please contact the National Organization of Life and Health Insurance Guaranty Associations (www.NOLHGA.com or 703-481-5206) to learn more. FOR FURTHER INFORMATION, PLEASE CONTACT YOUR STATE DEPARTMENT OF INSURANCE.
9. 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.

Nothing in these materials is intended to be advice for any 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. MetLife Group Term Life insurance is issued by Metropolitan Life Insurance Company, 200 Park Avenue, New York, NY 10166 under Policy Form GPN99/G2130-S.

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