

Helping you and your family during hard times.



Comfort for you and your family

The one predictable thing about life is that it's unpredictable. When times get hard, we seek comfort, encouragement and hope for our loved ones, but grief comes in many forms and affects us in different ways. That's why we offer grief counseling services¹ with your life insurance coverage. Whether it's help coping with a loss or a major life change, the professional counselors and services we offer through TELUS Health are ready to support you and your family—at no extra cost.

Confidential support 24/7

Making sure you receive professional and confidential support during life's difficult times is our priority. It could be that:

- A loved one has died.
- You received a serious medical diagnosis or critical illness.
- You finalized a divorce.
- You lost your job.

These counseling sessions are tailored to you and your individual needs*—you can meet with one of TELUS Health network's licensed counselors in person or over the phone.

If you feel you'd like extra sessions on top of what's covered in your plan, counselors can help you find professional services that fit your specific needs, preferences, finances and health insurance coverage.

To speak with a TELUS Health Counselor

Call:

1-888-319-7819

Visit:

one.telushealth.com

Username: **metlifeassist**

Password: **support**

Confidential legal and financial consultation

- Access to a TELUS Health in-house attorney for a 30-minute consultation to assist you with making informed decisions regarding a loss.
- One-hour consultation with a certified financial planner to assist with education, strategies and options.

Easy-to-access resources

Sometimes, you just need a little guidance. TELUS Health offers self-help resources online to help you through the grieving process, giving you the support you need at your own pace. Support covers:

- End-of-life issues.
- What to do after the death of a loved one.
- Grieving well and getting better.
- Funeral and memorial planning.
- Adult care for surviving elders.
- Single parenting.

Funeral assistance services

Through private sessions, counselors can help you, your loved ones and your beneficiaries customize funeral arrangements and provide referrals and helpful information, like:

- Nearby funeral homes and cemetery options.
- Funeral cost estimates from local providers.
- Other service providers such as florists caterers and hotels.
- Back-up care for children or elderly.
- Notifying the Social Security Administration banks and utilities.
- Local support groups.

Services at no additional cost that may be included with your life coverage

- **Estate Resolution Services²:** Settle an estate with confidence.

1. Grief Counseling and Funeral Assistance 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. 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 a loss has occurred. Services are not available in all jurisdictions and are subject to regulatory approval. Not available on all policy forms.
2. Included with Supplemental Life Insurance. 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.

* Coverage includes up to five face-to-face or telephone sessions per event.

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.

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.