

Supporting families every step of the way

Empathy gives beneficiaries complimentary access to 24/7 support for challenges that the loss of a loved one brings, helping them save time, money, and stress. Empathy helps ease the burden, so loved ones can pay attention to the things that matter most. MetLife will make beneficiaries aware of Empathy services following a loss.



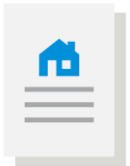
Probate & estate settlement

A personalized, step-by-step checklist, as well as secure document storage in a digital vault that can be accessed anytime. In addition, a family collaboration tool allows beneficiaries to share tasks with up to 9 people.



Taxes

In-depth guidance on income taxes, estate taxes, applying for a tax ID, and necessary paperwork—as well as finding professional financial advice, if necessary.



Personal belongings

Help with the deeply emotional task of clearing the house: taking inventory, making decisions about who gets what, and finding professionals like appraisers and home liquidators.



Grief support

Dedicated, one-on-one support from Empathy's Care Team, as well as tools on Empathy's platform: a daily journal with prompts to reflect on challenging feelings, guided meditations, and more.



Closing open accounts

Account closure service, for everything from bank accounts to gym memberships, with Care Managers available to solve thorny issues or act on beneficiaries' behalf.



Identity theft protection

Preventative actions to protect a loved one's estate, and steps to take if identity theft is suspected.



Bills & debt

Empathy's Care Team can help beneficiaries locate and prioritize debts, so that they are paid in accordance with probate law.



Applying for ancillary benefits

A benefits assessment that helps families get the funds they are entitled to quickly and efficiently.



Property & assets

A personalized checklist to appraise assets during probate and support with major inheritance issues.



The will

Help in determining whether a will is valid, as well as online search support to locate any other versions of the will.



Selling the house

Support for one of the most challenging inheritance issue most beneficiaries will face: selling real estate, including connecting with a broker, if necessary.



Immediate arrangements

Essential, timely instructions on obtaining a pronouncement of death, death certificates, and arranging transport to a funeral home or crematorium.



The funeral

A tailored checklist with guidance on every step of the process—from choosing a funeral home to planning the service and writing the eulogy—plus hands-on assistance from the Care Team.



Searching for documents

Where to find documents needed to settle a loved one's affairs, from the will to household bills to banking information.



The obituary

Empathy's obituary-writing service creates a beautifully written tribute, ready for publication, with information from a series of questions.



Informing others

Support for beneficiaries in the early hours of loss: everything from scripting the conversation to making a list of who needs to be informed.

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

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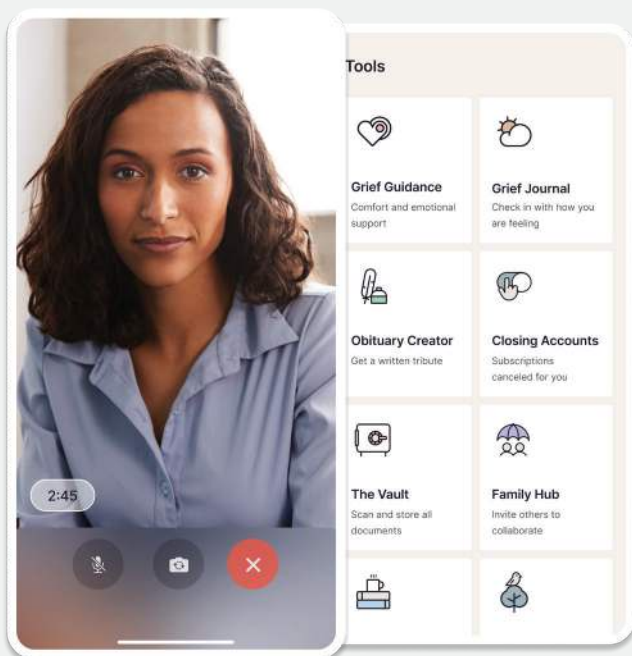
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Support for a recent loss, beyond the claim



MetLife has partnered with Empathy to provide your employees and their families with on-demand personalized guidance to help them throughout the weeks and months following a loss.

From settling the estate to dealing with grief, Empathy's tech-enabled assistance and real-time human support help beneficiaries save valuable time while dealing with the challenges that loss brings. Empathy helps ease the burden, so they can focus on the things that matter most.

Case Managers provide on-demand assistance

Guidance for probate and estate settlement processes

Automated tools that take care of tasks for the beneficiary

Emotional support and help for dealing with grief

MetLife beneficiaries in their own words

"I think it's a good program – the whole thing ... People usually just go out and try to take care of themselves, maybe have friends of course or family, but it's not the same as having somebody outside of your friends and family leading you through different things."

"You've been able to answer and assist with everything that was in question for me during and after (the loss) ... Thank you. I appreciate everything. You've been a lifesaver and wealth of knowledge and support, so thank you."

"I can't thank you enough – this is just so helpful and so wonderful. I can't tell you how much I appreciate Empathy. It's been a godsend."

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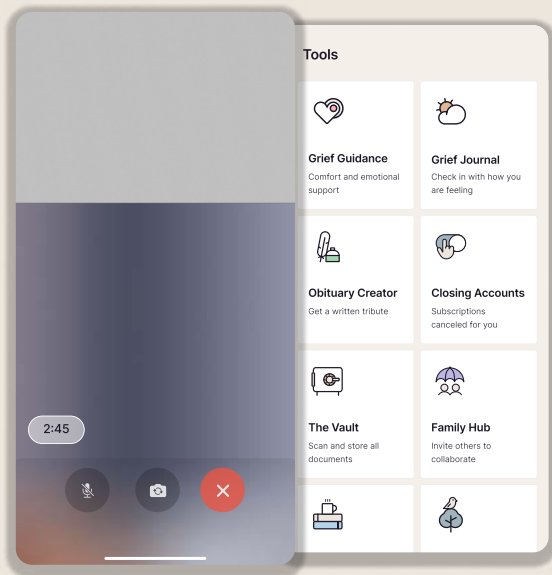
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Support for your loss, beyond the claim



MetLife has partnered with Empathy to provide you and your family with on-demand personalized guidance to help you throughout the weeks and months ahead.

From settling the estate to dealing with grief, Empathy's tech-enabled assistance and real-time human support help MetLife beneficiaries save valuable time while dealing with the challenges that loss brings. Empathy helps ease the burden, so you can pay attention to the things that matter most.

On-demand assistance from Care Managers

Guidance for probate and estate settlement processes


Automated tools that take care of tasks on your behalf


Emotional support and help for dealing with grief




Access your Empathy account, courtesy of MetLife

Create your account using the method that works best for you


To register online **scan the QR code** or go to **join.empathy.com/metlife**


Download the Empathy app via the App Store/Google Play and use access code **MET23**

 **Call us at (201) 720-1584** to register over the phone

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