

Grief Counseling

Offering our members comfort and support tailored to their individual needs during difficult times.



The moment may be difficult, but getting professional support isn't. We provide access to licensed counselors who are ready to help members navigate life changes in times of need.

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. That's why MetLife Worldwide Benefits life insurance coverage includes Grief Counseling services at no extra cost. Care and support are available 24/7 — 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.

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.¹

Providing our members with holistic support:

Financial and legal consultation:

- Access to qualified consultants for information, assessment, action planning and other resources
- Helpful information, available for download anytime

Easily accessible resources and expert guidance

- Unlimited access to a customized global Grief Counseling services website and mobile application
- 24/7/365 toll-free access to a friendly telephone intake by a qualified mental health professional, as well as assessments and referrals
- Maximum of three face-to-face, telephonic and video counseling sessions per grief or loss event¹
- Follow-up services provided by LifeWorks to all participants using Grief Counseling service
- Personalized, researched cross referrals to local resources and assistance when appropriate and where available

Members follow 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: The LifeWorks Service Advisor will connect member to a specialty team member to ensure proper care and handling of grief or loss event

To learn more about Grief Counseling services, contact your MetLife Worldwide Benefits Account Executive or visit [MetLifeWorldwide.com](https://www.MetLifeWorldwide.com).

¹ Services subject to local availability.

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.

MetLifeWorldwide.com

MetLife Worldwide Benets products are underwritten by Delaware American Life Insurance Company, a MetLife affiliate domiciled at 600 North King Street, Wilmington, DE 19801, and other affiliates. Coverage in the GCC is provided by local branches of American Life Insurance Company.

Like most group insurance policies, MetLife group life insurance policies contain certain exclusions, limitations, reductions of benefits and term for coverage. Any such exclusions, reductions, or limitations will be described in the life insurance certificate, the terms of which govern MetLife's provision of coverage.



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