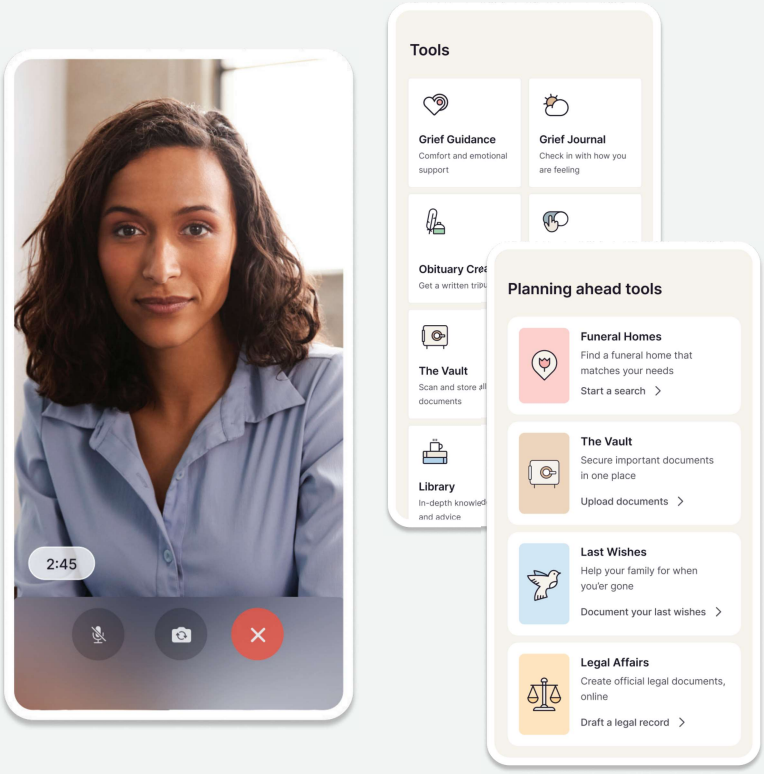
Support during challenging life moments

MetLife has partnered with Empathy to provide help to those facing the emotional and practical challenges associated with loss and/or terminal illness, addressing everything from planning a funeral to settling the estate. Empathy's tech-enabled assistance and real-time human support helps save valuable time for individuals navigating the challenges that a loss or terminal illness brings. Empathy helps ease the burden, so they can focus on the things that matter most.

Empathy provides comprehensive support for:

- Beneficiaries who have lost a loved one
- Covered employees and their eligible dependents diagnosed with a terminal illness



Compassionate care
A team of expert Care Managers provide practical and compassionate support, helping beneficiaries or covered individuals manage and coordinate tasks.

Personalized guidance
Impacted individuals receive a Care Plan tailored to their unique needs, offering step-by-step guidance for anything they may be facing.

Tools for coping
Emotional support resources like a daily journal, guided meditations, and breathing exercises are easily accessible at any time.

Estate administration
Empathy provides guidance to navigate the paperwork for estate planning and/or settling a loved one's estate.

MetLife

empathy.

Accessing care through Empathy

Empathy meets people where they are, offering personalized, compassionate care at their own pace and comfort level. Support is available:



On the web



On the mobile app



Over the phone

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."

To learn more about the Empathy experience,
visit empathy.com/metlife or speak with your MetLife Representative.

metlife.com

Testimonials are applicable to the individuals quoted. Your actual experience and results may differ. No one has been compensated for these testimonials. Photos do not represent actual MetLife customers or Empathy users.

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 beneficiaries, and insureds who are terminally ill and eligible to accelerate life proceeds under MetLife's Accelerated Benefit Option. Not available on all policy forms or in all jurisdictions. 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.

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