

# Beneficiary Assistance

## A helping hand after a loss



**Beneficiary Assistance can offer some relief and support during an already stressful time.**

### **Managing a loved one's final affairs can be overwhelming.**

The amount of time and effort needed to process the loss and close an estate can make an already stressful time even more difficult. Beneficiary Assistance can offer some relief and provide compassionate guidance to help with paperwork, notifications and the time-consuming details of managing a loved one's final affairs.

### **Who's eligible for Beneficiary Assistance?**

You, your spouse and your dependents up to age 26 (regardless of student status), as well as any beneficiaries named under your group life insurance policy with Symetra, are eligible for all services provided by Beneficiary Assistance.



## Beneficiary Assistance features



### Empathetic guidance

Dedicated coordinators are available 24/7 to provide compassionate professional assistance to:

- **Answer questions.**
- **Offer guidance** on obtaining death certificates or, if applicable, a Consular Report of Death Abroad documentation.
- **Provide beneficiaries with information** regarding local grief counseling services.
- **Assist beneficiaries** with researching local estate planning and/or probate resources.
- **Provide translation services**, if needed, for non-English speakers.



### Funeral home referrals

We understand it can be difficult to know how to handle the death of a loved one. When placed in a situation where you have to find a funeral home, you may feel overwhelmed. That's where Beneficiary Assistance can help. You can rely on the experienced beneficiary assistance coordinators to provide referrals to a local funeral home and to funeral director services, if needed.

If the loss of a loved one occurs during travel, Beneficiary Assistance can also help facilitate communication between sending and receiving funeral homes to help with bringing your loved one home as quickly as possible.



### Fraud resolution

A deceased's identity is an attractive target for criminals—and may be relatively easy to obtain. Specialists will help you to take actions to protect your loved one's identity and will lend you a hand if their identity is stolen.

These services include:

- **Three-bureau fraud alert placement assistance:** Assist the beneficiary to report the death and/or to suppress the deceased's credit report and/or request the credit bureaus to freeze/close the account.
- **Help filing a police report**, if fraud has occurred.

**You may also call Symetra at 1-877-377-6773 for your beneficiary checklist—a resource guide for additional support after a loved one's death.**

## Access your Symetra Support services



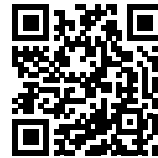
### To access your On Call Travel Assistance, Identity Theft Assistance and Beneficiary Assistance services:

**Just pick up the phone**—24 hours a day, seven days a week—and call On Call International at (978) 651-9223 if you're in the U.S. or Canada, or (833) 808-0253 from anywhere else in the world. You may also reach On Call International via text at 1-844-302-5131.



### To access your ComPsych EstateGuidance® program:

Visit [www.EstateGuidance.com](http://www.EstateGuidance.com) and enter the promotional code **SymetraLife**. Choose any of the options in the drop-down menu.



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