



Everest Funeral Concierge

Frequently Asked Questions

Everest is a funeral planning and concierge service included in your Group Life scheme at no additional cost. When help is needed, funeral advisors are available by phone 24/7. They can help to personalise the funeral plan and compare and negotiate best prices at any funeral home in the world.

Online planning tools help employees and families organise their plans and communicate their wishes.



Our funeral concierge service includes PricfinderSM, a database that produces detailed, local funeral home price comparisons, Will PrepSM, which helps you create simple will and estate documents online, and TenzingTM, a secure cloud-based data vault for storing personal information. You can also find videos and additional FAQs regarding all the elements of online planning once you've created your profile within the platform.

1

Who provides the service?

Everest Funeral Concierge (UK) Limited, whose affiliates have operated in North America since 2001 and have over 20 years' experience and more than 25 million customers. In the UK Group Life market, it is exclusively available via MetLife.

2

Can my dependant use the service?

Yes, dependant means the spouse or domestic partner, and children (not to exceed the age of 25), of the member. This includes access to Tenzing and all pre-needed services.

3

How do dependants access the service?

Dependants use the same access details as employees which are: Visit everestfuneral.uk/metlife

Open the log-in link and enter your email address and this enrolment code: [MetLifeGroupLife](#)

For assistance, contact the helpline, available 24/7, 365 days a year on +44 800 058 4227

4

How many people can I/my dependants nominate to access their Tenzing folders, referred to as "Designees"?

You can select up to 4 designees who will be given access to your Tenzing folders. Each designee may be given different levels of access.

5

What happens to Tenzing access if I leave the company?

Everest retains a customer's Tenzing contents in an archive for 10 years. After you have left the company, call Everest and they will give you temporary access to Tenzing, so you can retrieve your documents.

6

During the 10 years that Tenzing archives my folders and contents, who may be given access?

Only the customer if still living, or family members who have been selected and established by the client/owner as "Designees" (and we allow up to four) would be given access to the archived Tenzing folders. Note: Designees only gain access to the Tenzing folders if the owner of the folder is deceased.

7

Is there an option for me to pay to continue to have access to Tenzing?

No, this service is exclusive to MetLife via Group Life schemes.

8

How is my information stored, and is it secure and confidential?

Everest have designed security measures to ensure the confidentiality and integrity of your digital information that include multiple layers of data encryption technologies, enhanced user authentication and industry-recognised best practices for network, server and application security.

9

Are the Wills and Power of Attorney's available through Everest's Will Prep legally binding?

Yes, if signed, dated and witnessed by someone other than a beneficiary.

10

Are there variations of Wills and Power of Attorney's for employee or dependants based in Scotland?

Yes, there are 2 variations of each document, one for England, Northern Ireland and Wales, and another for Scotland.

11

Can an Everest advisor help my family if I die away from home?

Yes. Everest's advisors know how to help your family with this type of circumstance and can quickly help them make the necessary decisions and complete required documents.

12

Does Everest assist with funeral expenses?

Everest can help families manage to a budget and depending on the circumstances may assist an insurance partner with an expedited claim payment. However, Everest never directly handles the family's funds or pays for funeral expenses.

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