



Supporting your employees

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 their families plan their funerals and communicate their wishes.



These include PricefinderSM, a database that produces detailed, local funeral home price comparisons, Will PrepSM, which helps to create simple will and estate documents online, and TenzingTM, a secure cloud-based data vault for storing personal information.

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

What is Everest?

Everest is a nationwide independent consumer advocate that assists its clients with researching and organising funeral wishes and provides concierge services to prepare for and deal with all issues surrounding a funeral.

3

Is Everest affiliated with any funeral home(s)?

No. Everest is completely independent and neutral and not directly or indirectly associated with any funeral service providers. They do not sell funeral goods or services, nor do they profit from a family's decision-making. Everest's sole purpose is to provide the information a family needs to understand their options and make a well-informed decision.

4

Who can access the service?

Any insured employee and their dependant(s). This includes the employee's spouse or domestic partner, and children (not to exceed the age of 25).

5

What happens to Tenzing access if the scheme is terminated with MetLife?

Employees and their dependants will be able to access the service for 30 days after date of termination. Everest retains a customer's Tenzing contents in an archive for 10 years. A phone call to Everest at any time after the scheme terminates will result in temporary access to everything they stored in Tenzing.

6

Do we need to tell MetLife when employees join or leave?

No, access is done on a good faith principle as all of our insured GLA members can access the service, with a soft validation for all clients. We don't provide Everest with any membership data of any kind. When someone leaves a company, it will be down to clients to remind employees that the access to Everest will also stop (normally done as part of the leaving check list).

7

Where are the Everest servers for Tenzing held?

The servers are in the UK ensuring GDPR compliance.

8

Is there any usage data available?

No, not at individual scheme level.

9

Is there a cost for this?

Access to the service is provided as part of the Group Life scheme from MetLife and is at no additional cost.

10

Can I get this service with another insurer?

No, Everest is exclusive to MetLife.

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