

Support you can count on following the loss of a loved one

A guide to the many ways we can help you

GroupLife & LEGACY

For every moment, there's MetLife

Introduction

Losing a loved one can be one of the hardest things anyone has to face. It can be a time of great sadness and many other emotions, but also a time of pressing, practical worries too. From arranging a funeral, to questions on wills and sorting out finances, it can feel overwhelming. Help is, however, at hand.

As the provider of your life insurance, MetLife aims to keep things simple at every step. So, in addition to paying out claims as quickly as possible, we've included a range of practical services in your policy that we hope will make a difficult time a little less so.

Through our partnerships with carefully selected specialist organisations, we offer a range of personal and caring support services to help you, or your loved ones should you pass away, to navigate bereavement and all that comes with it.

Taking time off when you need it

If you lose a partner, child or close relative, you may be entitled to compassionate leave from work. It's best to talk to your line manager and HR colleagues about this as soon as possible so they can let you know how long your leave can last. Your line manager can also discuss supporting you in your return to work following compassionate leave.





Ways we can help, all included in your Life & Legacy policy

A funeral planning service is on hand to support you

Planning and arranging a funeral can be stressful and confusing, especially when you don't even know where to start.

That's why, through your MetLife policy, you and your loved ones are provided with free access to a dedicated, expert and compassionate funeral adviser from specialist provider, Everest.

They're there to guide and support you every step of the way - from finding the right funeral director to making the arrangements for the funeral itself.

To find out more, please visit the Everest website.

Help with any questions about registering a death, wills and probate

Following a death, a number of things may need your attention. Many of which you might not be aware of or may not know what you need to do. These include registering the death, informing various bodies and dealing with the will (if one was made).

It can be confusing and sometimes hard to know who to turn to for guidance and advice. That's why, as part of your Life & Legacy policy, we provide you with free access to our partners **Everest**.

Their specialists are available at the end of the phone to help you, or your family, with any of the administrative or legal aspects of a bereavement.

To speak to Everest, contact the confidential helpline on **0800** 058 4227.

Will-writing and Lasting Power of Attorney service

Wills are an essential, legal way to ensure estates pass to who you want. While they can be complex and costly, your MetLife policy includes a free will-writing and Lasting Power of Attorney (LPOA) service. This service can be really helpful with creating your first will or updating an existing one if your circumstances change. Your will and Lasting Power of Attorney can then be securely stored free-of-charge in your digital vault.

To access the will-writing and Lasting Power of Attorney service, ring the helpline on 0800 058 4227.

Ensuring wills and important documents are secure and in one place

Through your MetLife policy, you and your loved ones have access to a secure digital vault with specialist supplier, Everest, where everything from wills to funeral wishes can be stored.

Everest are unable to access the Digital Vault, so it is important to nominate at least one designee.

To speak to an expert adviser about accessing a vault, or setting one up, contact 0800 058 4227.

Access to a bereavement counsellor

We all need someone to talk to when dealing with loss and grief, or the diagnosis of a terminal illness. Included in your policy, you, family members in the same household and children up to 23 can have 6 free face-to-face sessions with a trained Bereavement Counsellor with Health Assured.

These specialist sessions can help you come to terms with your loss, understand the grieving process and help you through specific issues.

Through your policy, you can access this support 365 days a year. There's also a separate 24-hour helpline for emotional support.

To find out more contact 0800 917 0096.

Seeing a doctor

Bereavement can take its toll on your health and wellness. This can range from difficulty eating and sleeping to stress, poor mental health and many other conditions. If this happens, you may want the peace of mind of a check-up with a doctor.

The free Virtual GP service, available through MetLife's specialist partners HealthHero, means you or a loved one can see a GP quickly and get access to treatment if required.

To make an appointment to speak to a Virtual GP, visit metlife.gp-24.com



A very difficult time for you

Everyone experiences loss differently, but it's a difficult time for everyone affected by it.

Here at MetLife, we hope that even if we have only been able to help a little, it has made a difference. We would like to wish you and those you love the very best at this difficult time.

If you require any further help, please speak to a member of your HR team.

metlife.co.uk

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