

Grief Counseling

MetLife

Resources for Comfort and Support

Facing a loss is never easy, and how you cope and grieve is very personal. No matter the circumstances, whether it's a death, an illness, a divorce, or even a child leaving home, there are resources that can help.

Your MetLife Group Term Life coverage through your employer comes with Grief Counseling¹ provided by Harris, Rothenberg International (HRI), Inc., for you, your dependents and your beneficiaries at no extra cost. It is valuable, confidential support that can provide the comfort and guidance you need at the most difficult of times.

We're Here to Help – In a way that accommodates your needs

Simply call a dedicated 24/7 toll-free number, 1-855-609-9989, to speak with a licensed professional counselor experienced in helping people who have suffered a loss. You, your dependents and your beneficiaries can have up to five confidential counseling sessions per event². Sessions can either take place in-person, because meeting face-to-face may provide a personalized experience if you so desire, or by phone if you prefer. The choice is yours depending upon your preference.

If further assistance is desired, the counselor will help you access services that are appropriate to your situation, preferences, finances and health insurance coverage.

You might call to discuss any situation you perceive as a major loss, including:

- Death of a loved one
- Divorce
- Receiving a serious medical diagnosis
- Losing a pet

You can also log on to <https://griefcounseling.harrisrothenberg.net/default.aspx> (username: MetLife; password: grief) to contact a counselor or access helpful grief-related information and resources.

More Services to Help Cope With Loss

Additional assistance from research specialists is also available at the same toll-free number at no cost. These specialists can refer services and providers as well as offer additional information that you may find helpful. They can help you:

- Locate local funeral homes and identify monument vendors
- Locate back-up care for children or older adults
- Find specific types of support groups, e.g., children who have lost parents, survivors of suicide, dealing with grief, etc.
- Find storage facilities, estate sale planners and charities that pick up donations

They can also provide information on important tasks such as notifying the Social Security Administration, banks and utilities.

Help Is Just a Phone Call Away

With Grief Counseling and related services provided by HRI, you, your dependents and your beneficiaries will have access to resources that help cope with the grief and practical challenges that accompany a loss. That's just one of the valuable services that come with your MetLife group life coverage.

Call 1-855-609-9989 or log on to <https://griefcounseling.harrisrothenberg.net/default.aspx>
Username: MetLife Password: grief

¹ Subject to state regulatory approval. Grief Counseling services are provided through an agreement with Harris, Rothenberg International (HRI), Inc. HRI is not an affiliate of MetLife, and the services HRI provides are separate and apart from the insurance provided by MetLife. HRI has a nationwide network of 46,700 counselors. Counselors have master's or doctoral degrees and are licensed professionals with extensive experience working with people who have suffered a loss.

² The Grief Counseling program does not provide support for issues such as: Domestic Issues, Parenting Issues, or Marital/ Relationship Issues. For such issues, members should inquire with Human Resources about their company's EAP program, or community resources. Support for events covered in this program are subject to a member who must have received a serious medical diagnosis or suffered a major loss that has occurred, meaning, the diagnosis or loss must have taken place. (death in the family, job loss, a finalized divorce or separation). Support for events that may result in a loss that has not occurred, such as relationship issues or job instability are not covered in this program.

Metropolitan Life Insurance Company

200 Park Avenue, New York, NY 10166, www.metlife.com