Grief Counseling

MetLife

Comfort, Support and Guidance Following a Loss

Facing a major 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 valuable resources available to you that can help.

Your MetLife employer-paid life insurance plan offers you, your dependents and your beneficiaries' access to face-to-face Grief Counseling1 sessions and related concierge services to help cope with a loss. Grief Counseling services provide valuable, confidential and professional support during a difficult time to help address personal and funeral planning needs – at no extra cost.

We're here to Help

At your time of need, you and your dependents have 24/7 access to a work/life counselor. You simply call a dedicated 24/7 toll-free number to speak with a licensed professional experienced in helping individuals who have suffered a loss. Sessions can either take place in-person, because meeting face-to-face may provide a more personalized experience if you so desire, or by phone. You can have up to five face-to-face grief counseling sessions per event.

You may call to discuss any situation you perceive as a major loss, including but not limited to:

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

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

Funeral Planning Services to Help Cope With Loss

Additional assistance from research specialists is also available at the same toll-free number – and at no cost. These specialists can refer funeral planning services[1] and providers as well as offer additional helpful information. They can help you:

- Locate funeral homes in your area
- Obtain funeral cost estimates from providers in your area; compare cost information, services offered and funeral planning options
- Identify other service providers such as florists, caterers and hotels
- Locate back-up care for children or elderly
- Locate cemetery options, including information on monument types
- Identify monument and headstone vendors
- Locate Social Security and Veterans Affairs offices

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

Help Is Just a Phone Call Away

To contact a professional counselor or to access helpful funeral planning related information and resources:

Call: 1-855-609-9989
Log On: to https://griefcounseling.harrisrothenberg.net/default.aspx
Username: MetLife Password: grief

1 Grief Counseling and Funeral Planning 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 38,000 counselors. Counselors have master's or doctoral degrees and are licensed professionals. Availability is subject to state regulatory approval. The Grief Counseling program does not provide support for issues such as: domestic issues, parenting issues, or marital/relationship issues (other than a finalized divorce). For such issues, members should inquire with their human resources department about available company resources. This program is available to insureds, their dependents and beneficiaries who have received a serious medical diagnosis or suffered a loss. Events that may result in a loss are not covered under this program unless and until such loss has occurred.

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