

Beneficiary Assistance

A helping hand after a loss



Access your Beneficiary Assistance services

Just pick up the phone—
24 hours a day, seven days
a week—and call

On Call International:

From the U.S. and Canada:

978-651-9223

From anywhere else
(collect or direct):

833-808-0253

Via text message:

1-844-302-5131

Managing a loved one's final affairs can be overwhelming.

The amount of time and effort needed to process the loss and close an estate can make an already stressful time even more difficult. Beneficiary Assistance can offer some relief and provide compassionate guidance to help with paperwork, notifications and the time-consuming details of managing a loved one's final affairs.



Empathetic guidance

Dedicated coordinators are available 24/7 to provide compassionate, professional assistance to:

- **Answer questions.**
- **Offer guidance** on obtaining death certificates or, if applicable, a Consular Report of Death of a U.S. Citizen Abroad.
- **Provide beneficiaries with information** regarding local grief counseling services.
- **Assist beneficiaries** with researching local estate planning and/or probate resources.
- **Provide translation services**, if needed, for non-English speakers.



Who's eligible?

You, your spouse and your dependents up to age 26 (regardless of student status), as well as any beneficiaries named under your group life insurance policy with Symetra, are eligible for all services provided by Beneficiary Assistance.

Funeral home referrals

We understand it can be difficult to know how to handle the death of a loved one. When placed in a situation where you have to find a funeral home, you may feel overwhelmed. That's where Beneficiary Assistance can help. You can rely on the experienced beneficiary assistance coordinators to provide referrals to a local funeral home and to funeral director services, if needed.

If the loss of a loved one occurs during travel, Beneficiary Assistance can also help facilitate communication between funeral homes to help transfer your loved one home as quickly as possible.



Additional support after a loved one passes

You may also call Symetra at **1-877-377-6773** for your beneficiary checklist—a resource guide for additional support after a loved one's death.

Fraud resolution

A deceased's identity is an attractive target for criminals—and may be relatively easy to obtain. Specialists will help you take actions to protect your loved one's identity and will lend you a hand if their identity is stolen.

These services include:

- **Three-bureau fraud alert placement assistance:** Assist you in reporting the death, suppressing the deceased's credit report, and/or requesting the credit bureaus to freeze/close the account.
- **Help filing a police report,** if fraud has occurred.

To learn more, contact your benefits representative.

Symetra Life Insurance Company is the parent company of First Symetra National Life Insurance Company of New York (collectively, "Symetra"). Symetra Life Insurance Company does not solicit business in the state of New York and is not authorized to do so. Each company is responsible for its own financial obligations.

Group benefits are insured by Symetra Life Insurance Company, 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004. Benefits may not be available in all states and are not available in any U.S. territory. Policies may be subject to exclusions, limitations, reductions and termination of benefit provisions.

In New York, group policies are insured by First Symetra National Life Insurance Company of New York, New York, NY. Mailing address P.O. Box 34690, Seattle, WA 98124.

Beneficiary Assistance is provided by On Call International. Symetra SupportSM may not be available in all states. On Call is not affiliated with Symetra or any of its subsidiaries.



www.symetra.com
www.symetra.com/ny

Symetra® is a registered service mark of Symetra Life Insurance Company.



