

A helping hand after a loss

Managing a loved one's final affairs can be overwhelming. The time and effort needed to close an estate can make an already stressful time even more difficult.

Your Beneficiary Companion Program can offer some relief and provide guidance to help with paperwork, notifications and other time-consuming details.

Guidance services

Dedicated Beneficiary Assistance coordinators are available 24/7 to:

- Answer any questions.
- Offer guidance on obtaining death certificate copies.
- Manage notifications, including:
 - Social Security Administration
 - Credit reporting agencies
 - Credit card companies/financial institutions
 - Third-party vendors
 - Government agencies
- Discontinue access to loved one's social media accounts, and assist with memorialization to preserve their digital profile.

Who's eligible?

Once you're enrolled in a Symetra group life insurance plan, you and your beneficiary representative are eligible for all services provided by the Beneficiary Companion Program.

Fraud resolution

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

Services include:

- A credit report review with the beneficiary.
- Suppression of the deceased's credit report or an offer to freeze/close the account with credit bureaus.
- Full-service resolution assistance if the deceased's identity is stolen:
 - Credit bureau and fraud department notification
 - Help filing a police report
 - Creditor follow-ups

Your Beneficiary Companion Program

Call anytime from anywhere. We're available 24/7 to assist you.

U.S. and Canada: **1-877-823-5807**

Anywhere else (collect or direct): **(240) 330-1422**

Call 1-877-823-5807 for your Beneficiary Companion Guidebook—a handy tool to help you after a loved one's death. When you call, be sure to mention that you are calling about the Beneficiary Companion Program.

Group insurance policies are insured by Symetra Life Insurance Company, 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004.

Travel Assistance, Identity Theft Protection and Beneficiary Companion programs are provided by Generali Global Assistance. Value-add programs may not be available in all states. Generali Global Assistance is not affiliated with Symetra Life Insurance Company or any of its subsidiaries. For more information, visit us.generaliglobalassistance.com.

¹ Generali Global Assistance (GGA) will not evacuate or repatriate you if a GGA-designated physician determines that such transport is not medically advisable or necessary or if the injury or illness can be treated locally. GGA provides the services in all countries. However, GGA may determine that services cannot be provided in certain countries or locales because of situations such as war, natural disaster or political instability. GGA will attempt to assist you consistent with the limitations presented by the prevailing situation in the area. GGA cannot be held responsible for failure to provide, or for delay in providing, services when such failure or delay is caused by conditions beyond its control, including but not limited to flight conditions, labor disturbance and strike, rebellion, riot, civil commotion, war or uprising, nuclear accidents, natural disaster, acts of God, or where rendering service is prohibited by local law or regulations.

² The medical team or one of the doctors will make the determination that transport is needed.

³ Travel arrangements must be made through Generali Global Assistance.

⁴ Provided service, ancillary expenses are the member's responsibility.

⁵ There is no guarantee that intervention on behalf of covered members will result in a particular outcome or that efforts on their behalf will lead to a result satisfactory to them. Services do not include, and covered members will not be assisted with, thefts involving non-U.S. bank accounts.

⁶ Generali Global Assistance will assist you with canceling lost credit cards and provide information to help you replace lost items such as your driver's license and Social Security card.

⁷ Member must provide a copy of their credit report, which can be obtained free of charge at www.annualcreditreport.com (once every 12 months).



Symetra Life Insurance Company
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