

Comfort and support, tailored to your needs.



It's easy to receive confidential, 24/7 help.

The moment may be difficult, but getting professional support isn't.

Call +1 416-382-3264
(call collect accepted) or visit
metlifewb.lifeworks.com

User Name: metlifesupport
Password: assist

Loss and difficult life changes are unfortunate realities that we all face. It can be hard for anyone to deal with, especially when you're far from home. MetLife Worldwide Benefits Life insurance coverage includes Grief Counseling services at no extra cost. Care and support are always available — whether it's help coping with a loss or a major disruption in life. Professional counselors are ready to help you and your family move forward.

Caring, expert support when:

- A loved one has passed
- A divorce is finalized
- A serious medical diagnosis or critical illness has occurred
- A layoff or termination of a job has occurred

These counseling sessions are tailored to meet your unique needs. With up to three in-person or telephonic sessions available with a licensed counselor, support is here when you need it most.

Our Grief Counseling services include:

- Up to three face-to-face or telephonic sessions with qualified consultants for information, assessment, action planning, and resources
- Personalized, researched referrals to local resources and assistance

How to get started

Getting started is easy. Here are the three simple steps for requesting support:

Step 1: Call **+1 416-382-3264** (collect calls accepted).

Step 2: A Service Advisor will gather preliminary information, including:

- Your company name
- Contact information
- Nature of the incident

Step 3: You'll be connected to a specialty team member to ensure proper care.

Please note: If a counselor is not available immediately, you'll get a callback within 20 minutes.

Support in your time of need. Contact us today.

MetLifeWorldwide.com

Grief Counseling Services are provided by a vendor not affiliated with DelAm, and the services provided are separate and apart from the insurance provided by DelAm. The vendor's network of Counselors have master's or doctoral degrees and are licensed professionals. 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. Events that may result in a loss are not covered under this program unless and until such loss has occurred. This program is available to Employees and their family members, as well as to beneficiaries at the time of a death claim. Family members are defined as an Employee's lawful spouse, domestic partner, natural child, adopted child, and stepchild. Services are not available in all jurisdictions and are subject to regulatory approval.

MetLife's worldwide benefits products are underwritten by Delaware American Life Insurance Company, a MetLife affiliate domiciled at 600 North King Street, Wilmington, DE 19801, and other affiliates.

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Navigating Life Together