

More than Life Insurance Protection



Valuable services included with State of Florida’s life insurance plan to help you and your loved ones navigate what life may bring, at no additional cost to you. See below on ways to access these services in your time of need.

Planning for the future	Services	Call or Visit
Estate Planning Services ^{1,10}	Choose to complete wills and other important estate planning documents quickly and easily online or work one-on-one with an attorney, in-person or on the phone.	MetLife Legal Plans legalplans.com/estateplanning
Assisting through life’s changes	Services	Call or Visit
Portability ⁴	Option to take your MetLife coverage with you if you leave your employer	Use for Term Life 1-888-252-3607 for questions regarding portability
Transition Solutions ³	Financial products and services to help you with benefit changing events	1-877-ASK-MET7 (1-877-275-6387) to speak with a local financial representative. MetLife has arranged for specially-trained third party financial professionals to answer questions and provide guidance to help you make the right decisions to protect your financial future
Travel Assistance ⁶	Personal and work-related travel assistance and services when you are more than 100 miles from home.	1-800-454-3679 www.metlife.com/travelassist

All users are required to set up their unique profile via the registration process for first time access.

Support through difficult times	Services	Call or Visit
Empathy⁵	Support and guidance for beneficiaries managing their grief as well as help with probating and settling an estate, closing accounts, home clearing, and more. Beneficiaries can choose to get the support they need online through the Empathy app/portal, or with a dedicated Care Manager, or a combination of both.	Empathy access information is shared with beneficiaries at time of claim
Grief Counseling with Funeral Assistance⁷	Counseling services with a licensed professional to help cope with a loss, major life event or a serious medical condition Financial and Legal consultation available to assist with making informed decisions	TELUS Health 1-888-319-7819 one.telushealth.com Username: metlifeassist Password: support
Beneficiary Grief Counseling⁸	Personalized counseling sessions to meet your beneficiary's needs. Any beneficiary who receives the life insurance proceeds is eligible for up to 5 counseling sessions. These sessions can be in-person or by phone with one of LifeWorks' network of counselors who provide professional, confidential support during difficult times	TELUS Health 1-888-319-7819 one.telushealth.com Username: metlifeassist Password: support
Beneficiary Claims Assistance³	Support for your beneficiaries with claims and financial needs	1-877-ASK-MET-7 (1-877-275-6387) MetLife has arranged for specially-trained third party financial professionals to be available for assistance in-person or by telephone
Total Control Account^{®9}	A settlement option or method used to pay claims under a policy or contract issued by MetLife, or by one of MetLife's insurance company affiliates	1-800-638-7283 for questions regarding Total Control Account
Estate Resolution Services²	Legal representation from a participating MetLife Legal plan attorney to settle an insured's estate, and provide advice and consultation for beneficiaries	MetLife Legal Plans 1-800-821-6400 and enter your employer State of Florida, Department of Management Services and Group Number 0140946

1. Included with Supplemental Life. Will Preparation is offered by MetLife Legal Plans, Inc., Cleveland, Ohio. In certain states, legal services benefits are provided through insurance coverage underwritten by Metropolitan General Insurance Company, Warwick, Rhode Island. For New York situated or principally located cases, the Will Preparation service is an expanded offering that includes office consultations and telephone advice for certain other legal matters beyond Will Preparation. Tax Planning and preparation of Living Trusts are not covered by the Will Preparation Service.
2. Included with Supplemental Life Insurance. Estate Resolution Services are offered by MetLife Legal Plans, Inc., Cleveland, Ohio. In certain states, legal services benefits are provided through insurance coverage underwritten by Metropolitan General Insurance Company, Warwick, Rhode Island. Certain services are not covered by Estate Resolution Services, including matters in which there is a conflict of interest between the executor and any beneficiary or heir and the estate; any disputes with the group policyholder, MetLife and/or any of its affiliates; any disputes involving statutory benefits; will contests or litigation outside probate court; appeals; court costs, filing fees, recording fees, transcripts, witness fees, expenses to a third party, judgments or fines; and frivolous or unethical matters.
3. MetLife administers the Transition Solutions and Retirewise programs and has arranged to have specially trained third party financial professionals offer financial education. The financial professionals providing financial education are not affiliated with MetLife but are providing the program under a service provider contract.
4. All coverage amounts are subject to applicable state laws. To take advantage of this benefit, coverage of at least \$10,000 must be elected.
5. Empathy's bereavement services and platform are provided through an agreement with The Empathy Project, Inc., (doing business as Empathy). Empathy is not an affiliate of MetLife, and the services Empathy provides are separate and apart from the insurance provided by MetLife. This program is available to beneficiaries, and insureds who are terminally ill and eligible to accelerate life proceeds under MetLife's Accelerated Benefit Option. Not available on all policy forms or in all jurisdictions. Empathy is only available to insureds and beneficiaries who are US residents. Information disclosed directly to Empathy is not disclosed to MetLife, and therefore is not subject to MetLife's privacy policy.
6. Travel Assistance services are offered and administered by AXA Assistance USA, Inc. Certain benefits provided under the Travel Assistance program are underwritten by Certain Underwriters at Lloyd's London (not incorporated) through Lloyd's Illinois, Inc. Neither AXA Assistance USA Inc. nor the Lloyd's entities are affiliated with MetLife, and the services and benefits they provide are separate and apart from the insurance provided by MetLife.
7. Grief Counseling and Funeral Assistance services are provided through an agreement with TELUS Health. TELUS Health is not an affiliate of MetLife, and the services TELUS Health provides are separate and apart from the insurance provided by MetLife. TELUS Health has a nationwide network of over 30,000 counselors. 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. 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. Services are not available in all jurisdictions and are subject to regulatory approval. Not available on all policy forms.
8. Beneficiary Grief Counseling services are provided through an agreement with TELUS Health. TELUS Health is not an affiliate of MetLife, and the services TELUS Health provides are separate and apart from the insurance provided by MetLife. TELUS Health has a nationwide network of over 30,000 counselors. Counselors have master's or doctoral degrees and are licensed professionals. This program is available only to beneficiaries of MetLife group Life Insurance programs. Events that may result in a loss are not covered under this program unless and until such loss has occurred.
9. Subject to state law, and/or group policyholder direction, the Total Control Account is provided for all Life and AD&D benefits of \$5,000 or more. The assets backing the Total Control Account (TCA) are maintained in the general account of MetLife or the Issuing Insurance Company. These general accounts are subject to the creditors of MetLife or the respective Issuing Insurance Company. MetLife or the Issuing Insurance Company bears the investment experience of such assets and expects to earn income sufficient to pay interest to TCA Accountholders and to make a profit on the operation of the TCAs. Regardless of the investment experience of such assets, the effective annual rate on the Account will not be less than the rate guaranteed on the welcome guide. The TCA and other available settlement options are not bank products and are not insured by the FDIC or any other governmental agency. In addition, while the funds in your account are not insured by the FDIC, they are guaranteed by each state's insurance guarantee association. The coverage limits vary by state. Please contact the National Organization of Life and Health Insurance Guaranty Associations (www.NOLHGA.com or 703-481-5206) to learn more. FOR FURTHER INFORMATION, PLEASE CONTACT YOUR STATE DEPARTMENT OF INSURANCE.
10. Digital Estate Planning with online notary is only available to individuals with supplemental term life insurance and is not available for individuals residing in GU, PR or VI. Domestic partnerships are not currently supported; however, if you have supplemental life coverage and are in a domestic partnership, you may use a MetLife Legal Plans attorney for your planning needs. If you are unable to access the MetLife Legal Plans website, you can find a network attorney by calling MetLife Legal Plans at 1-800-821-6400, Monday through Friday, 8am-8pm EST. You will need to provide your company name, customer number and the last 4 digits of the policyholder's social security number. Group legal plans are provided by MetLife Legal Plans, Inc., Cleveland, OH. In certain states, group legal plans are provided through insurance coverage underwritten by Metropolitan General Insurance Company, Warwick, RI. Online Notary is not included with basic or dependent life. Digital Estate Planning without online notary is available to all individuals regardless of any MetLife relationship or product, except those residing in GU, PR and VI.