

# Empathy

Bereavement Support, including  
Funeral Planning & Will Preparation



## Who is Empathy?

We work with Empathy to offer employer groups Bereavement Support, including Funeral Planning & Will Preparation. Combining technology and human care, Empathy helps families prepare for the future and navigate the emotional and practical challenges associated with loss.

From planning a funeral to the logistics of winding down an estate, Empathy offers an impactful solution to employees and their families after the loss of a loved one. Empathy's bereavement support is also fully accessible to employees' loved ones, and various family members can share and join their account.



### Bereavement Support

On-demand dedicated bereavement concierge includes:

- Custom Care Plan tailored to the family's most urgent needs
- For each family, a dedicated Care Manager, working with them step-by-step
- On-demand assistance and access to the Care Team

Curated bereavement tools include:

- **Obituary creator:** A beautifully written obituary, crafted in minutes
- **Grief resources:** Guided meditations, audio companions, and a journaling tool
- **Help claiming benefits:** Resources and dedicated assistance for claiming additional benefits, from Social Security to Veteran's Administration and more

- **Probate & estate administration:** State-specific guidance and resources on probate process
- **Account closing:** Closing unneeded financial accounts, subscriptions, and memberships
- **Family collaboration:** Intuitive dashboard for family members to share tasks, resources, and progress
- **Secure, scanned document storage:** Storage for important papers in one secured location



### Funeral Planning services

Holistic funeral assistance with access to wide range of funeral resources such as:

- Guides and checklists
- Concierge support
- Funeral home finder
- Online planning and price comparison



### Will Preparation services

Digital will, healthcare directive and POA access and support for such things as:

- Drafting a will
- Outlining your last wishes
- Issuing a financial power of attorney
- Articulating an advance healthcare directive

ReliaStar Life Insurance Company (Minneapolis, MN) and  
ReliaStar Life Insurance Company of New York (Woodbury, NY),  
a member of the Voya® family of companies

## Who is eligible for Empathy?

Employee living in the U.S. and enrolled in a qualifying life insurance policy are eligible to receive Empathy's comprehensive system for grief and loss support. Please note that some availability may vary by state. Eligible users receive dedicated care and support, combined with experienced resources and tools. Empathy is committed to helping employees and their families prepare for the future and provide support in some of life's most challenging moments. We're here to meet families wherever they are, whenever they're ready.

To learn more about how Empathy can support employees, contact your Voya sales representative

empathy.



### For broker and employer use only.

Bereavement Support, including Funeral Planning & Will Preparation services are provided by The Empathy Project, Inc., New York, NY. Provisions and availability of each service may vary by state. Group Term Life Insurance is underwritten by ReliaStar Life Insurance Company (Minneapolis, MN) and ReliaStar Life Insurance Company of New York (Woodbury, NY). Within the State of New York, only ReliaStar Life Insurance Company of New York is admitted, and its products issued. Both are members of the Voya® family of companies. Voya Employee Benefits is a division of both companies. Product availability and specific provisions may vary by state.,

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