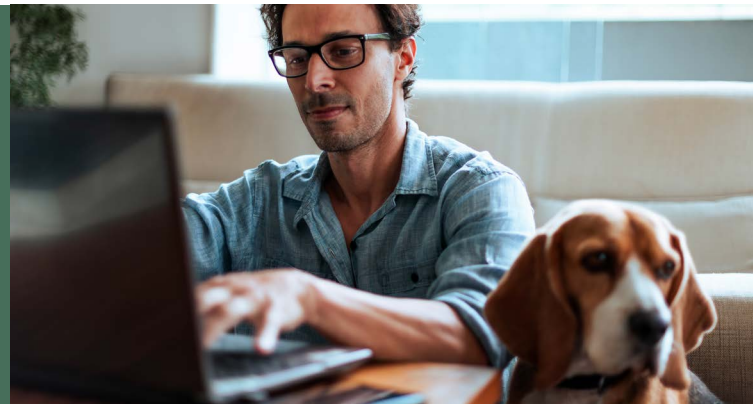


empathy.

Loss support, every step of the way.

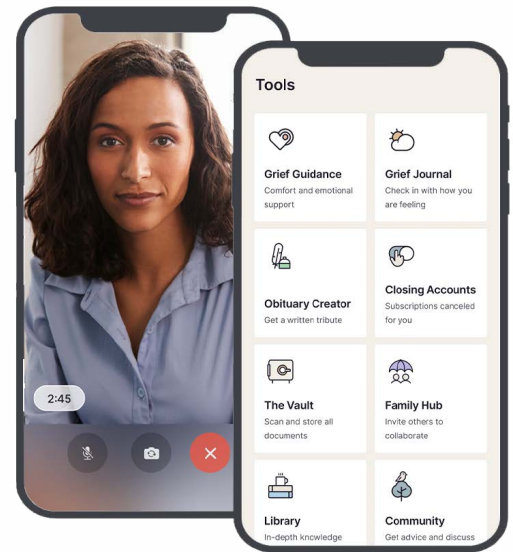


We know facing loss is complicated and you do not have to go it alone. As a beneficiary, we're here to support you during this difficult time by providing access to Empathy—a service designed to help you navigate the challenges of loss with care and compassion.¹

Empathy offers personalized tools and support to guide you through the practical and emotional aspects of loss. From settling the estate to coping with grief, we are here to ease your burden, so you can focus on what matters most.

Here are some of the ways Empathy can help:

- › 24/7 real time assistance from compassionate Care Managers
- › Helpful time-saving tools such as an obituary creator and a closing accounts feature
- › Probate and estate settlement guidance and resources
- › Supportive resources created with world-renowned grief experts



Access your complimentary Empathy account at anytime

Sign up online at empathy.com/nyl-gbs or download the mobile app via the App Store or Google Play and use access code NYLGBS to register.



Call M–F 9:00 am–8:00 pm ET
(201) 701-2245 to be connected with the Care Team



Or chat via the Empathy app 24/7

1. The Empathy app can be shared with up to 5 designated friends or family.

This program is offered to eligible participants at time of death claims and provides confidential services and resources for eligible participants as they cope with the emotions and challenges of grief. Empathy is not affiliated with New York Life Insurance Company or any subsidiaries and provides this service at no cost to you. The use of this service is optional. New York Life Group Benefit Solutions products and services are provided by Life Insurance Company of North America, New York Life Group Insurance Company of NY, and New York Life Insurance and Annuity Corporation, subsidiaries of New York Life Insurance Company. Life Insurance Company of North America is not authorized in NY and does not conduct business in NY.

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