



## BereavementCare® By Prudential

### Meeting Employee Life Challenges Through Comprehensive Support

Prudential understands that comprehensive, confidential short-term counseling and work-life services can provide invaluable support to individuals when coping with the loss of a loved one. In addition to benefiting from short-term grief counseling, beneficiaries may also require assistance in the form of various legal and financial services—as is frequently necessary following a death in the family.

Prudential has a thorough understanding of the unique responsibilities and difficulties faced by employees in these situations. Whether coping with other family members' grief, struggling with estate-related issues, or coordinating urgent child care or elder care needs, beneficiaries will benefit from the comprehensive, best-in-class services offered by Prudential in partnership with the worldwide leader in behavioral health solutions, ComPsych Corporation. Furthermore, our proposed Beneficiary Program Services offer clients a range of service options to meet their particular needs.

### Embedded Life Beneficiary Programs for Prudential

Eligibility in Prudential's embedded beneficiary program will be defined as beneficiaries of the life insurance policy holder. ComPsych services offered with the program may include the following.

### Bereavement Care – Comprehensive Short-Term Grief Counseling Services

For up to one year following a claim, beneficiaries can contact ComPsych 24 hours a day, seven days a week, regarding behavioral and emotional health issues, along with family, legal and financial matters surrounding the life claim. All services will be accessible via a Prudential-dedicated toll-free line. Our in-house, master's-level clinicians will conduct an issues assessment and direct the individual to the appropriate ComPsych GuidanceExpert<sup>SM</sup> (network provider) for up to three face-to-face counseling sessions.

Individuals always reach our GuidanceConsultants<sup>SM</sup>, who are master's-level clinicians—never an answering service or an automated menu system. Our in-house GuidanceConsultants will listen to a beneficiary's problems, assess their needs and refer them to the appropriate specialists to resolve their issues.

### The Prudential Difference

- Free phone access 24 hours a day to credentialed clinicians
- Worldwide network of degreed professionals for in-person counseling
- Digital financial planning tools and unlimited access to financial experts
- Online will preparation tools, including last will and testament, living will and final arrangements
- Expert funeral planning research, referrals and information
- Responsive identify theft restoration services delivered by a multi-disciplinary team of attorneys and financial professionals
- Integration with ComPsych's full suite of GuidanceResources services

**Stay Ahead** of Performance, Productivity and Health Issues

**CONTACT US**

800.851.1714

[info@compsych.com](mailto:info@compsych.com)

[www.compsych.com](http://www.compsych.com)

### **FinancialPoint® – Financial Planning Services**

FinancialPoint provides objective financial planning guidance to beneficiaries. FinancialPoint's simple-to-follow online process makes it easy for individuals to create a financial plan. Users are given step-by-step instructions to complete the data-gathering and personal investment viewpoint questionnaires online. A FinancialPoint expert reviews the individual's responses; corresponds directly with them for additional information or questions; and provides a detailed, customized personal financial plan. In addition, FinancialPoint provides access to other online tools and resources as well as a financial planning hotline staffed by CPAs, CFPs and other financial experts, through Prudential's dedicated toll-free number.

### **EstateGuidance® – Online Will Preparation Services**

Sadly, a death in the family may prompt individuals to think about their own end-of-life plans and related family concerns. ComPsych's proprietary online tool, EstateGuidance, will provide concerned individuals the opportunity to write a last will and testament and a living will—quickly, easily and economically. The platform is designed to guide them through the entire process, while defining legal terms and outlining options. Within as little as half an hour, individuals can create and print simple, legally binding documents straight from their desktop. The online tools are also easily accessible via smartphone and tablet. EstateGuidance offers:

- Last Will and Testament—the central component of every estate plan
- Living Will—outlines end-of-life medical decisions
- Final Arrangements Document—specifies burial or cremation preferences, funeral or memorial service options

### **Final Arrangements<sup>SM</sup> – Funeral Concierge Services**

Planning a funeral can feel overwhelming after the loss of a loved one. It is a stressful time, and many decisions need to be made in a short timeframe. Many people do not know where to turn and can feel overwhelmed with the process, and can be vulnerable to being taken advantage of financially. ComPsych's Final Arrangements service can help. Our Funeral Planning Experts are specially trained to help individuals gather information and options so they can make decisions on the myriad details surrounding a funeral and final arrangements. Services include:

- Thorough assessment of the caller's needs
- Options, pricing and availability for funeral homes, caskets/urns, cemeteries and more
- Comprehensive referral packet with three detailed referrals for each needed resource

### **IDResources® – Identity Theft Restoration Services**

Recent beneficiaries are often the targets of fraud and identify theft. For victims of identity theft, this program includes unlimited telephonic assistance from ComPsych's staff of attorneys, financial professionals and counselors. Services are designed to address legal, financial and work/life issues associated with identity loss, assist with restoration of their identity and assist with damage to credit history.

## **About ComPsych**

ComPsych® Corporation is the world's largest provider of employee assistance programs (EAP) and is the pioneer and worldwide leader of fully integrated EAP, behavioral health, wellness, work-life, HR, FMLA and absence management services under its GuidanceResources® brand. ComPsych provides services to more than 50,000 organizations covering more than 109 million individuals throughout the U.S. and 160 countries. By creating "Build-to-Suit" programs, ComPsych helps employers attract and retain employees, increase employee productivity and improve overall health and well-being.

**CONTACT US**  
800.851.1714  
[info@compsych.com](mailto:info@compsych.com)  
[www.compsych.com](http://www.compsych.com)