PACIFIC LIFE

# YOUR BEREAVEMENT SERVICES

With your Pacific Life Group Term Life coverage, you and your dependents have access to Bereavement Services, powered by TELUS Health at no additional cost. During difficult times, we are there to support you with a range of tools and resources to help you through your bereavement.

## COMPREHENSIVE BEREAVEMENT SERVICES YOU CAN ACCESS

### CONFIDENTIAL GRIEF COUNSELING SUPPORT

Provides personalized grief counseling sessions tailored to your specific needs. You or your loved ones can access as many sessions as deemed clinically appropriate to address and resolve short-term grief-related issues. Whether you prefer face-to-face, phone calls, online chat, or video calls, we offer flexible options to connect with TELUS Health's Bereavement Services.

### FINANCIAL AND LEGAL BEREAVEMENT SUPPORT

- Offers bereaved individuals up to a 30-minute consultation for legal services to support individuals both before and after passing.
- Financial counselors offer up to a 60-minute phone consultation to support a variety of issues, ranging from financial emergencies to identity theft. This includes tax consultation, access to financial assessments, and an online financial well-being toolkit.
- Easy to access resources, such as a forms library, assistance with complaint letters, living trusts, personal service agreements, and will templates, as well as local attorney referrals, are provided too.

### CONNECT BY PHONE OR ONLINE

- Contact our **Employer Service Contact Center**
  - **Call:** 866-443-0426
  - **Log in Online:** one.telushealth.com
    - **Username (not case sensitive):** PacificLifeBenefits
    - **Password (case sensitive):** support

### ON-DEMAND RESOURCES

Our rich digital well-being content library, featuring online assessments and self-guided programs, provides you with another tool to support your overall well-being. These resources are available on-demand, allowing you to explore and utilize them at your own pace.

## Support services include:

- Living Benefits
  - Estate planning
  - Will preparation
  - Beneficiary designations
- Survivor Benefits
  - Estate settling
  - Funeral arrangements

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The home office for Pacific Life & Annuity Company is located in Phoenix, Arizona.

The home office for Pacific Life Insurance Company is located in Omaha, Nebraska.

Some restrictions may apply to all of the above-mentioned services. Please contact Pacific Life Insurance for details. Beneficiary services are provided through an agreement with TELUS Health. TELUS Health is not a subsidiary or affiliate of Pacific Life Insurance. Information disclosed directly to TELUS Health is not disclosed to Pacific Life Insurance, and therefore is not subject to Pacific Life Insurance’s privacy policy.

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