



Group Life Insurance

# Beneficiary Support Services



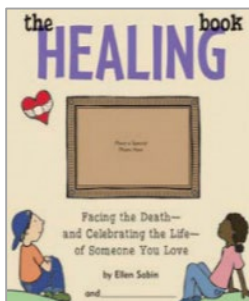
Anthem Blue Cross is here to support you when you need it most.

**Resource Advisor** Beneficiaries continue to have access to Resource Advisor support services for six months, at no cost, including:

- Continued access to 24/7 telephone counseling for six months, including grief counseling.
- Three counseling sessions either face-to-face or by LiveHealth Online video chat within six months.
- Financial counseling to help you adjust to new financial circumstances.
- Legal consultations can help with estate issues.
- Unlimited access to Resource Advisor online resources at [www.resourceadvisor.anthem.com](http://www.resourceadvisor.anthem.com); sign in with the program name “AnthemResourceAdvisor”. You’ll find many resources to help with grief and loss.
- To access Resource Advisor benefits, call **1-888-209-7840** and ask for Resource Advisor.

**Beneficiary Companion**<sup>2</sup> Beneficiary Companion services can help settle the estate, as long as you are named as the legal executor of the estate. There’s no cost to for these services. Call Beneficiary Companion at **1-866-295-4890** for help with:

- Getting copies of death certificates
- Closing accounts and notifying financial institutions
- Public agency notification
- Placing a freeze on credit reports to protect against opening new accounts
- Closing all finances and accounts makes it easier for an attorney to process and distribute funds.



**The Healing Book** You can order *The Healing Book – Facing the Death – and Celebrating the Life – of Someone You Love* for children affected by the loss. This sensitive book can help children at a time when they need it most.

You can order copies at no charge from the Resource Advisor website: [www.resourceadvisorCA.anthem.com](http://www.resourceadvisorCA.anthem.com). Sign in with the program name “ResourceAdvisor”. From there, click on “Beneficiary Services” and then click the picture of *The Healing Book*. Enter your shipping information and we’ll send you the book. If you have more than one child, you can order as many as you need.

**Access Advantage Account** You can choose to have your life insurance benefits paid by check or through an Access Advantage account. That way the funds can be used right away or when they are needed. Access Advantage accounts earn interest, so important investment decisions can be made later, at a less stressful time. You can elect to receive the life insurance proceeds in an Access Advantage Account by marking your choice on the Beneficiary Claim Form.

**Contact your Life Claim Manager if you have questions or need more information or call 1-800-552-2137.**

<sup>2</sup>Beneficiary Companion services are provided by Generali Global Assistance