

# Holistic loss support services for families in need

Lincoln Financial is committed to providing families with on-demand personalized guidance to help them navigate the emotional and practical challenges associated with loss of a loved one.



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Empathy is a comprehensive support system that ensures beneficiaries of Lincoln Financial Group, Life policies receive full-circle care for loss, beyond the payout. With this complimentary benefit, you can rest assured that Lincoln Financial covered families will receive the emotional and administrative guidance they deserve in addition to the financial support a Lincoln Financial policy provides.

# What beneficiaries will get with Empathy

HUMAN COMPASSION SUPERCHARGED BY TECHNOLOGY

## Funeral planning

Comprehensive funeral assistance and obituary writing support to help beneficiaries honor their loved ones.

## On-demand Care Team

Dedicated human support from Empathy's expert Care Managers.

## Probate & estate guidance

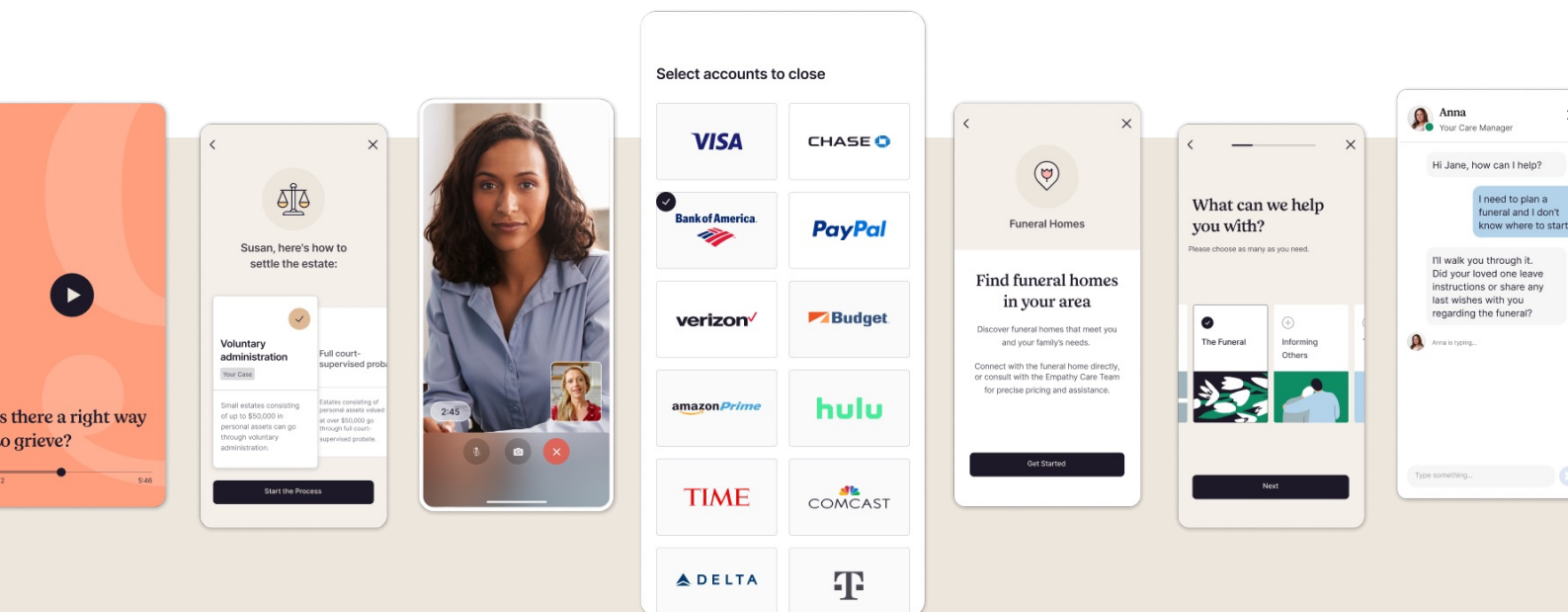
Resources and guidance to help navigate probate and settle the estate.

## Grief support

A collection of meditations, tools, and resources for processing and coping with grief.

## Time-saving tools

Digital solutions that simplify administrative responsibilities and streamline manual tasks.



Empathy provides beneficiaries with award-winning, comprehensive loss support services. From settling an estate to closing accounts and navigating grief, Empathy's combination of personalized tech and hands-on human support covers over 35M policy holders across the U.S.

An exceptional experience that families have come to expect

**92%**

of users surveyed report feeling better after utilizing Empathy's services\*

**189**

hours saved by each family on average, using Empathy\*

**\$3,007**

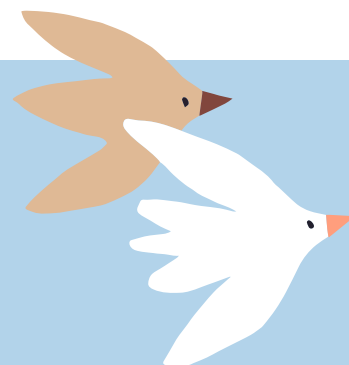
of costs saved on average, by families who use Empathy\*

\*These are a result of internal calculations based on data captured by Empathy between 2022 and 2023.

## Full-circle care for families

How can I provide families access to Empathy?

Beneficiaries can visit [join.empathy.com/lincoln-beneficiary](https://join.empathy.com/lincoln-beneficiary) to sign up for assistance planning for the future.



To enhance your experience, Empathy may use artificial intelligence to generate summaries of your recorded telephone calls with Empathy's Care Managers. No personal information collected from you by Empathy is shared with Lincoln Financial. For more information on how your personal information is collected and used by Empathy, please see Empathy's Privacy Notice: <https://www.empathy.com/legal/privacy>. Empathy is not an affiliate of Lincoln Financial Group. Lincoln Financial Group and its financial professionals do not provide advice related to such and are not responsible for, and make no representations or endorsements regarding, the quality, accuracy, or reliability of information provided by Empathy, its representatives, or its websites. Not available in all states. Lincoln Financial Group is the marketing name for Lincoln National Corporation and its affiliates. Affiliates are separately responsible for their own financial and contractual obligations.

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