

New York Life Value-Added Services

Included with your New York Life Group Benefit Solutions (NYL GBS) coverage, at no additional cost



Your New York Life coverage comes with three support programs for you, your household and your beneficiaries. Keep this sheet handy, and snap a photo of the contact information.

Financial, Legal & Estate Support

Help navigating stressful financial and legal challenges, for you and members of your household

FinancialConnect®

- Unlimited access to CPAs, CFP® professionals and other financial experts
- Referrals to local financial professionals
- Tools on debt, budgeting, estate and tax planning

LegalConnect®

- Unlimited phone consultations with attorneys (divorce, adoption, estate planning, real estate, identity theft)
- Free 30-minute local attorney consult, then 25% off fees

EstateGuidance®

- Online tool to write a will, living will and final-arrangement wishes
- Step-by-step guidance on tablet, desktop or mobile app



AVAILABLE 24/7

(800) 344-9752

ONLINE

guidanceresources.com

First time? Click "Register" and enter Organization Web ID NYLGBS

Secure Travel

24/7 emergency travel assistance, medical transportation and pre-trip planning, across the country or across the globe

Emergency assistance

- Emergency evacuation and repatriation when medically necessary
- Transport to nearest adequate medical facility
- Return travel for a companion or unattended children
- Travel and lodging for a loved one if you're hospitalized 7+ days
- Return of remains; help with emergency travel arrangements

Traveling assistance

- 24/7 multilingual support and translation services
- Referrals to doctors, dentists, medical facilities and legal help
- Payment guarantee up to \$10,000 for medical care (repayable)
- Help with lost/stolen items, luggage, prescriptions
- Emergency cash advance up to \$1,500 (repayable)

Pre-trip planning

- Immunization requirements
- Visa and passport requirements
- Embassy/consular referrals



FROM ANYWHERE GLOBALLY

+1 (347) 708-1824

Emergency services must be coordinated through Crisis24. Services arranged outside the program may not be eligible for payment.

Employer name: **Sweet Oak**
Policy #: **OK 0972577**

Survivor Assurance Program

Timely support for beneficiaries managing a loved one's life insurance benefits

Survivor Assurance account

- An account in the beneficiary's name for claim payments over \$5,000
- Access funds by writing a check from the book of drafts provided
- Certificate of Confirmation explains how to access the money

Employee Assistance & Wellness Support

- Emotional support for beneficiaries and family members, 24/7
- Work/life assistance, coaching, online articles, resources and videos

Financial, Legal, Estate Support

- Law and tax consultations, credit questions and more
- Identity theft and fraud resolution; state-specific will tools



ACCOUNT QUESTIONS ·
WEEKDAYS 8 AM–7 PM EST

(800) 570-3778

Write: NYL GBS Survivor Assurance
P.O. Box 534029, Pittsburgh, PA 15253-4029

Support services: **(800) 344-9752**
· guidanceresources.com (Web ID NYLGBS)