

ADDITIONAL SERVICES



East West Bank

If you are enrolled in insurance coverage with The Hartford, you may also be eligible to receive additional services. These services help with challenges that come before and after a claim. Be sure to read the information provided below; The Hartford wants to be there when you need us.

SERVICES AVAILABLE

| COVERAGE ENROLLED IN | ADDITIONAL SERVICES AVAILABLE |
|------------------------------------|---|
| Accidental Death and Dismemberment | Travel Assistance and Identity Theft Support Services |
| Life | Ability Assist Counseling Services Health Champion Bereavement Services Funeral Planning Services Will Prep Services Travel Assistance and Identity Theft Support Services |

ASKED & ANSWERED

WHAT IS ABILITY ASSIST COUNSELING SERVICES?

Ability Assist®¹ Counseling Services provides access to Master's degreed clinicians for 24/7 assistance if you're enrolled in coverage. This includes 3 face-to-face visits per occurrence per year for emotional concerns and unlimited phone consultations for financial, legal, and work-life concerns.

For more information on Ability Assist® Counseling Services:

Call 1-800-964-3577

Visit www.guidanceresources.com

Company name: **Abili** Company ID: **HLF902**

WHAT IS BEREAVEMENT SERVICES?

Bereavement Services⁴ provide a personalized bereavement solution built to help families deal with the many challenges that loss can bring. Empathy provides high-quality, complimentary, on-demand support for every group life beneficiary anticipating or dealing with loss, so that they and their families have everything they need during this difficult time. This includes grief support services, Estate and Probate service, helpful planning tools, digital App, document storage, after-loss support, and access to online content designed to assist with the grieving process.

For more information on Bereavement Services:

Landing Page: empathy.com/partner/hartford

Registration Page: join.empathy.com/hartford

Email Address: hartford@empathy.com

Access Code: **EMP-HART**

For questions, call: 270-681-1364

Additional **Insured and Beneficiary Assist³ Services** that provide compassionate expertise to help employees or their loved ones cope with emotional, financial and legal issues that arise before or after a loss. Includes unlimited phone contact with professionals, as well as five face-to-face sessions*. Additionally, health care support services are available for employees that are terminally ill.

*California residents are limited to three prepaid behavior health counseling sessions in any six-month period. Except for acute emergencies and other special circumstances, additional sessions for California employees are available on a fee-for-service basis.

WHAT IS FUNERAL PLANNING SERVICES?

Funeral Planning Services⁴ provides detailed instructions and on-demand assistance finding a funeral home, identifying vendors, planning events, arranging all details, writing and sending invitations, and negotiating costs on behalf of the insureds, beneficiary and their family. They are given access to a wide range of funeral resources including guides and tailor-made, step-by-step checklists. In addition, a team of experts are available for beneficiaries to call in, chat, email for any funeral, burial, or cremation questions.

For **Bereaved**, for more information on Funeral Planning Services:

Landing Page: empathy.com/partner/hartford

Registration Page: join.empathy.com/hartford

Email Address: hartford@empathy.com

Access Code: **EMP-HART**

For questions, call: 270-681-1364

For **Insureds**, for more information on Funeral Planning Services:

Visit: empathy.com/partner/hartfordcare

Registration Page: join.empathy.com/hartfordcare

Email Address: hartfordcare@empathy.com

For questions, call: 229-544-2332

WHAT IS WILL PREP SERVICES?

Will Prep Services⁴ provide online will preparation services alongside step-by-step guidance.

For **Bereaved**, for more information on Will Prep Services:

Landing Page: empathy.com/partner/hartford

Registration Page: join.empathy.com/hartford

Email Address: hartford@empathy.com

Access Code: **EMP-HART**

For questions, call: 270-681-1364

For **Insureds**, for more information on Will Prep Services:

Visit: empathy.com/partner/hartfordcare

Registration Page: join.empathy.com/hartfordcare

Email Address: hartfordcare@empathy.com

For questions, call: 229-544-2332

WHAT IS HEALTHCHAMPION?

HealthChampion^{SM5} offers unlimited access to benefit specialists and nurses for administrative and clinical support to address medical care and insurance claims concerns if you're enrolled in coverage. Service includes: claim and billing support, explanation of benefits, cost estimates and fee negotiation, information related to conditions and available treatments, and support to help prepare for medical visits.

For more information on HealthChampionSM Services

Call 1-800-964-3577

Visit www.guidanceresources.com

Company name: **Abili** Company ID: **HLF902**

WHAT IS TRAVEL ASSISTANCE AND IDENTITY THEFT SUPPORT SERVICES?

Travel Assistance⁶ is available when traveling more than 100 miles from home and for 90 days or less. Services include but are not limited to:

- Medical assistance, including worldwide medical referrals, medical monitoring, prescription transfer, replacement of medical devices and corrective lenses.
- Emergency transports, medical repatriations and evacuations and repatriations of mortal remains.
- Pre-trip information, lost luggage/document assistance and legal referrals.

Identity Theft Support Services⁶ provide 24/7/365 assistance including education on how to prevent theft and guidance on what to do if a theft occurs. Caseworkers help review credit information, and if a theft has occurred, will notify major credit bureaus, assist with completing an identity theft affidavit, help with replacing credit/debit cards and more.

For more information on Travel Assistance or Identity Theft Support Services:

- Call from U.S. and Canada: 800-243-6108 (toll-free)
- Call from Outside U.S.: 202-828-5885
- Or email: assist@imglobal.com

In the event of a life-threatening travel emergency, call local emergency authorities first for immediate assistance before contacting our Travel Assistance partner.

¹AbilityAssist® services are offered through The Hartford by ComPsych®. ComPsych is not affiliated with The Hartford and is not a provider of insurance services. The Hartford is not responsible and assumes no liability for the goods and services provided by ComPsych and reserves the right to discontinue any of these services at any time. Services may not be available in all states. Visit <https://www.thehartford.com/employee-benefits/value-added-services> for more information.

³Insured and Beneficiary Assist® services are provided through The Hartford by ComPsych®, the largest provider of employee assistance programs, managed behavioral health, work/life and crisis intervention services. For more information on ComPsych, visit www.compsych.com. ComPsych is not affiliated with The Hartford and is not a provider of insurance services.

⁴Bereavement Services, Funeral Planning Services and Will Prep Services are provided through The Hartford by Empathy, a personalized bereavement solution built to help families deal with the many challenges loss can bring. For more information on Empathy, visit www.empathy.com. Empathy is not affiliated with The Hartford and is not a provider of insurance services.

⁵HealthChampionSM services are provided through The Hartford by ComPsych®. ComPsych is not affiliated with The Hartford and is not a provider of insurance services. The Hartford doesn't provide basic hospital, basic medical, or major medical insurance. HealthChampion specialists are only available during business hours. Inquiries outside of this timeframe can either request a call-back the next day or schedule an appointment. The Hartford is not responsible and assumes no liability for the goods and services provided by ComPsych and reserves the right to discontinue any of these services at any time. Health Champion is a service mark of ComPsych. Services may not be available in all states.

Visit <https://www.thehartford.com/employee-benefits/value-added-services> for more information.

⁶Travel Assistance and Identity Theft Support services are offered through a vendor which is not affiliated with The Hartford. These services are not insurance. The Hartford is not responsible and assumes no liability for the goods and services described in these materials and reserves the right to discontinue any of these services at any time. Services may vary and may not be available in all states.

Visit <https://www.thehartford.com/employee-benefits/value-added-services> for more information.

The Buck's Got Your Back[®]

The Hartford[®] is The Hartford Financial Services Group, Inc. and its subsidiaries, including underwriting company Hartford Life and Accident Insurance Company. Home Office is Hartford, CT. © 2020 The Hartford.

This Benefit Highlights Sheet is an overview of the non-insurance services being offered and is provided for illustrative purposes only and is not a contract. It in no way changes or affects the services as actually provided. Only the Service Provider can fully describe all of the provisions, terms, conditions, limitations and exclusions of your non-insurance service coverage.

5962a NS 01/24