



Symetra SupportSM

Help for beneficiaries

Loss support from Empathy

Support doesn't end with a claim

Losing a loved one is an emotional experience for families, often complicated by the practical realities of funeral planning, closing an estate and more. To help navigate these personal and logistical challenges, beneficiaries of Symetra Group Life policies have access to Empathy loss support, a comprehensive program that provides families with personalized, step-by-step plans after the loss of a loved one.

Program highlights

Empathy combines personal emotional support and grief resources with digital tools to assist families through funeral planning, estate administration and probate, identity-theft protection and more. Beneficiaries can access support through web and mobile platforms, and connect with experienced care managers trained in all aspects of loss.



Personalized care plans walk beneficiaries through every step of closing an estate, navigating probate, closing accounts and more.



A dedicated care team available to listen, provide advice, help beneficiaries find local professionals and more.



Identity theft prevention with an interactive tool and instructions for freezing credit and protecting the deceased's identity.



Grief support resources, such as guided audio meditations and reflection tools.



Funeral planning assistance, including a funeral home locator, funeral coordination and educational resources.



An award-winning, intuitive app that allows beneficiaries to access their care plan and additional resources in one place.

[Continued >](#)

Proven help when it matters most



The average user rating after a session with an Empathy care manager is 4.8 out of 5.¹



of families report feeling better after using Empathy loss support.²

\$3.6K

Empathy saves families an average of \$3,611.³

Who's eligible?

Empathy loss support is available to any beneficiary of a Symetra Group Life Insurance policy residing in the U.S.⁴

Each beneficiary may open their own Empathy account and invite up to nine additional collaborators.⁵

Contact your Symetra representative to learn more about Empathy loss support.

Symetra Life Insurance Company is the parent company of First Symetra National Life Insurance Company of New York (collectively, "Symetra"). Symetra Life Insurance Company does not solicit business in the state of New York and is not authorized to do so. Each company is responsible for its own financial obligations.

Group benefits are insured by Symetra Life Insurance Company, 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004. Benefits may not be available in all states and are not available in any U.S. territory. Policies may be subject to exclusions, limitations, reductions and termination of benefit provisions. In New York, group policies are insured by First Symetra National Life Insurance Company of New York, New York, NY. Mailing address P.O. Box 34690, Seattle, WA 98124.

Loss support is provided by Empathy. Empathy is not affiliated with Symetra or any of its subsidiaries. Symetra SupportSM services may not be available in all states. Symetra SupportSM is a service mark of Symetra Life Insurance Company.

¹ Empathy survey data from Jan. 1 to Dec. 31, 2025.

² Empathy survey data from Jan. 1 to Dec. 31, 2024.

³ Compared to handling loss-related tasks independently or through traditional means. Based on 2025 internal Empathy model.

⁴ Empathy loss support is not yet available to Symetra groups in Maryland, New Hampshire, New York or Washington.

⁵ Account collaborators must also reside in the U.S.



www.symetra.com
www.symetra.com/ny

Symetra® is a registered service mark of Symetra Life Insurance Company.

empathy.