

# Supporting families every step of the way



As a Zurich beneficiary, you have complimentary access to Empathy Loss Support™ – practical and emotional support for every challenge that the loss of a loved one brings, available whenever you need it. We're here to ease the burden, so you can focus on what matters most.



## Personal Care Plan

After a bereavement, it can be hard to know where to start. Empathy's Loss Support gives you a personalised, step-by-step Care Plan tailored to your specific circumstances — breaking everything down into clear, manageable actions so you always know what to focus on next.



## Care Team

You don't have to navigate this alone. Empathy's Care Managers are available 24/7 via chat out of hours, and by email and phone during weekday office hours — real people who can answer questions, help you prioritise, and support you through whatever you're facing.



## Grief Support

Everyone experiences grief differently. Alongside one-to-one support from the Care Team, you'll have access to a range of resources to help you cope at your own pace — daily journaling prompts, guided meditations, breathing exercises, and expert-led guides developed with leading grief specialists.



## Immediate Arrangements

In the first hours and days after a loss, knowing what needs to happen and in what order can feel overwhelming. Empathy's Loss Support provides clear, timely guidance on obtaining a death certificate, pronouncement of death, and arranging transport to a funeral home or crematorium.



## Informing Others

Telling people is one of the hardest parts of the early days. Empathy's Loss Support helps you work out who needs to be informed, and when — with support on how to approach those conversations when words feel difficult.



## Funeral Planning

From finding and comparing funeral homes in your area to planning the service itself, Empathy's Loss Support guides you through every step — with a tailored checklist, practical guidance on the decisions you'll be asked to make, help drafting invitations, and hands-on support from the Care Team throughout.



## Obituary Writing

Writing a tribute can feel like a lot of pressure at a difficult time. The service guides you through a simple, step-by-step process — prompting you for key information, memories and stories — and helps you turn them into a thoughtful, personalised tribute ready to share.



## Estate Administration

Probate and estate administration can feel complex and unfamiliar. The service provides clear, plain-English guidance on the process — what's involved, what to expect, and what's expected of you. If you need legal support, the service can help you find a suitable solicitor and prepare for your first meeting.



## The Will

Empathy's Loss Support can help you determine whether a will is valid and provides online search support to help locate any other versions — so you can move forward with confidence.



## Searching for Documents

From the will to household bills to banking information, Empathy's Loss Support helps you track down the documents you'll need to settle your loved one's affairs — with clear guidance on where to look and what you'll need.



## Claiming Benefits

Understanding what benefits or claims may be available can be confusing. Empathy's Loss Support provides clear, step-by-step guidance on what you may be entitled to, what information you'll need to gather, and what to expect when you contact the relevant organisations.



## Closing Accounts

From bank accounts to subscriptions and memberships, you'll be guided through the process of closing or transferring accounts — with Care Managers available to help resolve any complications on your behalf.



## Identity Theft Protection

Sadly, identity theft can occur after a bereavement. Empathy's Loss Support provides clear, preventative guidance on protecting your loved one's identity — and if you suspect something has gone wrong, support on exactly what to do next.



## Personal Belongings

Sorting through a loved one's belongings is one of the most emotionally difficult tasks families face. This service provides practical support with taking inventory, making decisions about personal items, and finding professionals such as appraisers or house clearance specialists.



## Locating Professional Services

If you need specialist support — whether a solicitor, financial adviser or another professional — Empathy's Loss Support can help you find trusted, qualified options in your area, so you're not starting from scratch.



## Family Collaboration

Loss is rarely managed by one person alone. Empathy's Loss Support allows you to invite up to 5 family members into your account, share tasks between you, and keep track of progress together — so the load is shared and nothing is overlooked.

Visit [zurich.co.uk/empathy](https://zurich.co.uk/empathy) to find out more and sign into Empathy.

# Support for life's hardest moments

