

Holistic loss support services for employees in need

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



Empathy is a comprehensive support system that ensures insured employees under Aflac Group Life, Absence and Disability Solutions and their beneficiaries will receive full-circle care for loss, beyond the payout. With this complimentary benefit, you can rest assured that Aflac covered families will receive the emotional and administrative support they deserve in addition to the financial peace of mind an Aflac policy guarantees.

What employees and their beneficiaries will get with Empathy

HUMAN COMPASSION SUPERCHARGED BY TECHNOLOGY

Funeral planning & online will preparation

Comprehensive funeral assistance and digital will support to help employees plan for the future.

On-demand Care Team

Dedicated human support from Empathy's expert Care Managers.

Probate & estate guidance

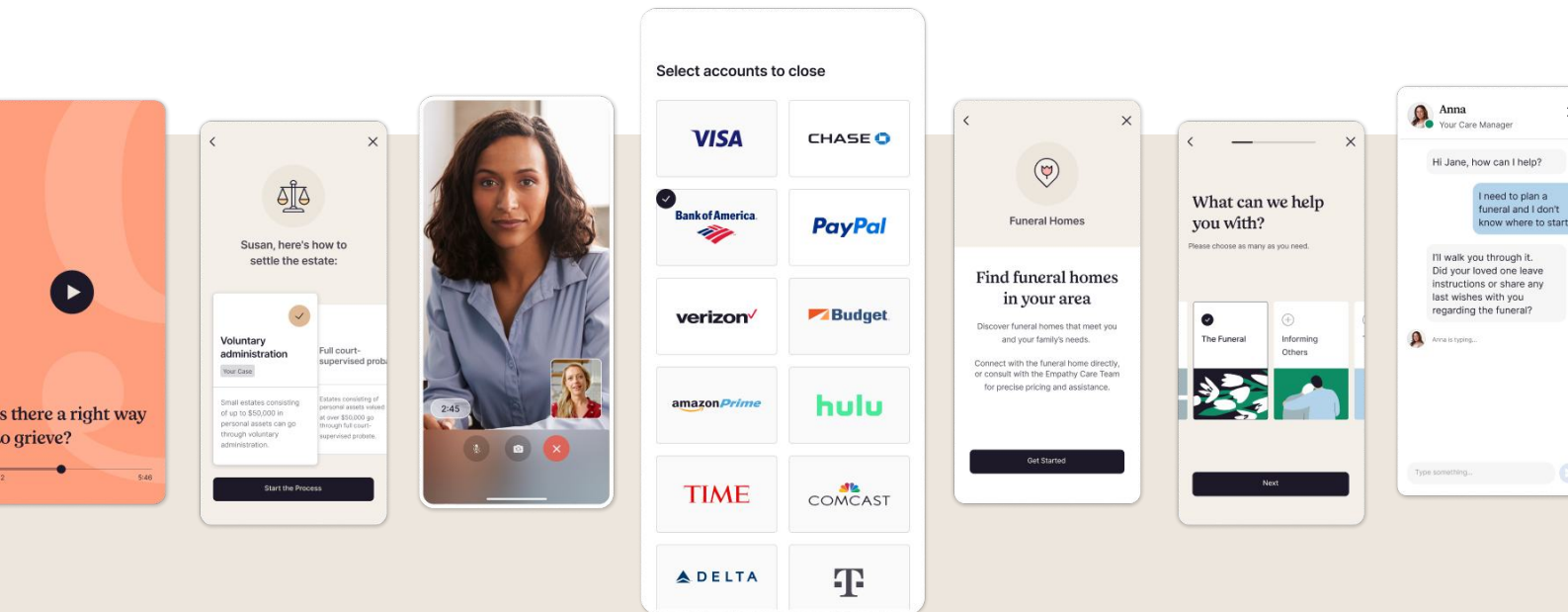
Resources and guidance to help navigate probate and settle the estate.

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 employees and their 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 report feeling better after utilizing Empathy's services*

189

hours saved by each family on average, using Empathy*

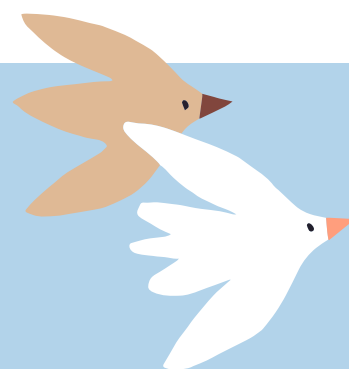
\$3,007

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

To learn more, contact your Aflac representative.



These services are intended for general purposes and are not a substitute for professional psychological or medical advice. Empathy may not be available in some states in connection with this partnership. CAIC's affiliation with the Value-Added Service providers is limited only to a marketing alliance, and CAIC and the Value-Added Service providers are not under any sort of mutual ownership, joint venture, or are otherwise related. CAIC makes no representations or warranties regarding the Value-Added Service providers, and does not own or administer any of the products or services provided by the Value-Added Service providers. Each Value-Added Service provider offers its products and services subject to its own terms, limitations and exclusions. Value-Added Services are not available in Idaho, Minnesota or New Mexico. State availability may vary. Continental American Insurance Company, a proud member of the Aflac family of insurers, is a wholly-owned subsidiary of Aflac Incorporated. Continental American Insurance Company | Columbia, SC.

AGC2400649

EXP 6/25