

Empathy

Funeral Planning - New York



Who is Empathy?

We work with Empathy to offer you and your loved ones Funeral Planning services. Combining technology and human care, Empathy helps families prepare for the future and navigate the emotional and practical challenges associated with loss.

When planning a funeral, Empathy offers an impactful solution to you and your family after the loss of a loved one. Empathy's bereavement support is also fully accessible to loved ones, and various family members can share and join their account.

Funeral Planning services

Holistic funeral assistance with access to wide range of funeral resources such as:

- Guides and checklists
- Concierge support
- Funeral home finder
- Online planning and price comparison

Funeral Planning services are provided by The Empathy Project, Inc., New York, NY.

ReliaStar Life Insurance Company of New York (Woodbury, NY),
a member of the Voya® family of companies

Who is eligible for Empathy?

You and your covered family members are eligible to receive Empathy's comprehensive system for funeral planning services if you are living in the U.S. and enrolled in Group Term Life Insurance offered by Voya. Please note that Empathy is not insurance coverage. Eligible users receive dedicated care and support, combined with experienced resources and tools. Empathy is committed to helping you and your family prepare for the future and provide support in some of life's most challenging moments. We're here to meet you wherever you are, whenever you're ready.

How to get started

Navigating a loss can be challenging and knowing where to start can be difficult. Empathy's experienced Care Team is ready to provide support via web, app, or phone.



Services and Care Team support

General Care Team Support:

251-299-8482

support@empathy.com

Employee and insured Funeral Planning Support:

802-797-4027

join.empathy.com/voyasupport-preplanning

How to sign up:

1. Select the appropriate link based on the support you're looking for
2. Click "Get Started" button at the top left of the webpage
3. Enter your phone number to verify yourself with a text code
4. Answer the prompted questions to get support tailored to your needs.

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Group Term Life Insurance is underwritten by ReliaStar Life Insurance Company of New York (Woodbury, NY), a member of the Voya® family of companies. Availability and provisions may vary by employer's plan. Funeral Planning Noninsurance Services Rider Form #LR14GP-ASP-23-NY.

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