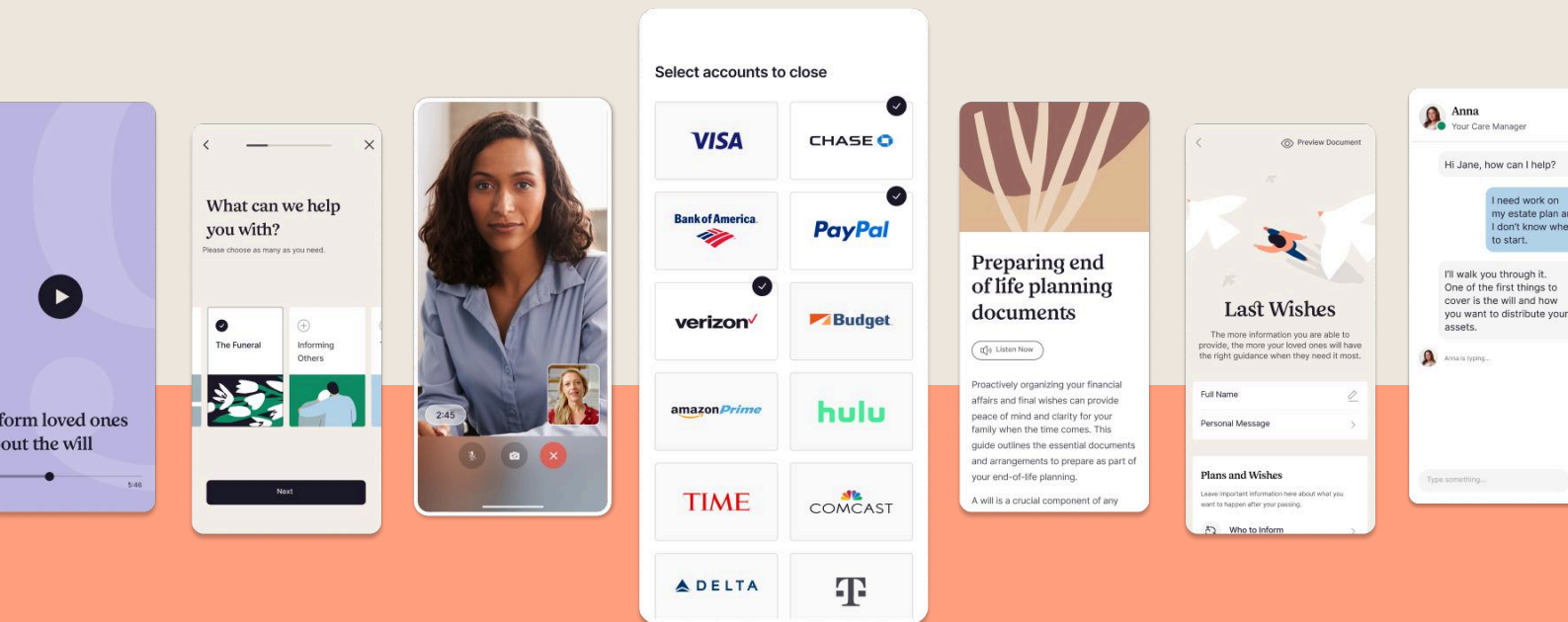


empathy. & Aflac.



Personalized support when it matters most

A guide to Empathy, a service that can help you plan ahead and navigate the challenges that follow the loss of a loved one.

What is Empathy?

Empathy is a complimentary service included with your Group Life Insurance provided by Aflac.

Combining technology and human care, Empathy helps families plan for the future, and navigate the emotional and practical challenges associated with loss of a loved one.

Empathy's comprehensive service helps you prepare your will, make funeral arrangements, and supports your family in the event of loss. With our on-demand team of Care Managers and our award-winning app, Empathy is by your side in the moments that truly matter.

Empathy's approach to care

With a holistic, human-centered approach, Empathy has developed specific, impactful ways to relieve families' burden in the weeks and months after losing a loved one.

Whether you are planning for the future or coping with a loss, our comprehensive service provides you with direct guidance, up-to-date resources, and personalized support from our dedicated Care Managers.

We're here to lessen the burden for you and your family, so you can focus on what matters most.



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*

"I struggled after losing both my brother and mother. He was the beneficiary of her trust, and Empathy helped me settle it. I am so grateful."

Frank, grieving his brother and mother

*These are a result of internal calculations based on data captured by Empathy between 2022 and 2023.

What is included

- ✓ On-demand assistance
 - ✓ Online will preparation
 - ✓ Funeral planning
 - ✓ Funeral pricing tool
 - ✓ Burial arrangements
 - ✓ Last wishes documentation
 - ✓ Legacy planning
 - ✓ Family collaboration system
 - ✓ Secured scanned document vault
 - ✓ Smart checklist and task tracker
 - ✓ Vetted vendor referrals
 - ✓ Scheduling for professional services
 - ✓ On-demand access to Care Team
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Who is eligible

Anyone who lives in the U.S. and is insured under an Aflac Group Life policy is eligible to receive Empathy's comprehensive system of support. Each eligible user will receive personalized guidance, automated tools, and informative resources to help them as they plan ahead or navigate the loss of a loved one. Empathy is committed to meeting families wherever they are, whenever they're ready.



How to get started

For pre-planning, visit join.empathy.com/aflac-preplanning to sign up.
For loss support, visit join.empathy.com/aflac-loss to sign up.

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, New Mexico or New York. 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.

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