

Companion Assist

Companion Assist is a final affairs assistance benefit designed to help the person (family member or friend) in charge of settling administrative affairs of the deceased member.

A Benefits Representative will be assigned to help stop on-going charges and other day-to-day expenses from continuing. Companion Assist will take care of the administrative details, notify third parties and conduct proactive measures to protect the deceased from identity theft - relieving the stress of paperwork and allowing beneficiaries to focus on the healing process.

This valuable benefit includes:

1. Helpful guidebook to explain the process
2. Guide or assist in obtaining death certificate copies (necessary for performing final notifications)
3. Notification to the Social Security Administration
4. Notification to credit reporting agencies
5. Notification to applicable credit card companies
6. Notification to applicable financial/investment institutions
7. Notification to third party vendors and close accounts
8. Review of credit report
9. Place alert on the deceased's credit report or freeze/close account with credit



How to use this benefit:

Call the customer service number listed on your membership card and a representative will assist you with opening a case. You will be sent an Authorization Form to be completed and returned, which allows handling of final financial affairs and review of the deceased's credit report by the Benefits Representative.