

Benefits and Travel: Survivor Checklist

In addition to grieving the loss of a loved one, we realize there can be many questions or concerns from spouses or family members regarding the deceased's insurance, retirement plans, and other benefits. We hope the below information will be helpful, and that you'll share it with your family.

In case of:	What to Do
<p>Employee Death</p>	<p>The surviving spouse or family member should notify Southwest Airlines as soon as possible by calling the Employee's Leader.</p> <p>For Life Insurance: A surviving family member (or someone on his/her behalf) should contact MetLife at (888) 275-0865. The survivor will be asked a series of questions, including name of Employee and date of death. MetLife will send a claims packet via U.S. postal mail.</p> <p>For Health & Retirement Benefits: Contact a SWA Benefits Expert at (877) 792-4792, say "benefits" or select option 2 and say "health and wellness" regarding health benefits and retirement (401K/ProfitSharing) for a deceased Employee.</p> <p>For Travel Privileges: Contact Employee Services (877) 792-4792 to inquire about the eligibility of travel privileges for the surviving Spouse and any eligible dependent children.</p>
<p>Dependent Death</p>	<p>The Employee should contact their Direct Leader to inform them of their loved one's passing.</p> <p>For Life Insurance: If life insurance benefits are available, the Employee should contact MetLife at (888) 275-0865. The Employee will be asked a series of questions, including name of Employee and date of death. MetLife will send a claims packet via U.S. postal mail.</p> <p>For Health Benefits: Contact a SWA Benefits Expert at (877) 792-4792, say "benefits" or select option 2 and say "health and wellness" within 30 days of the date of death.</p>