

Survivor Support Program

The Baker Hughes Survivor Support Program is a resource for survivors when an employee and/or dependent death occurs. This benefit provides beneficiaries with direct access to a Survivor Advocate to assist in managing all Health & Protection benefit items when an unfortunate loss occurs.

Our dedicated team of Survivor Advocates serve as a resource to help gather information and coordinate with all Health & Protection benefit providers. The Survivor Advocate will initiate Health & Protection claims and work directly with the designated beneficiary and Life Insurance Administrator to ensure the required documentation is processed in a timely manner.

How it works

This program is administered through the Baker Hughes Benefits Center.

Beneficiaries and/or HR Manager (if acting on an employee's behalf) should **contact the Baker Hughes Benefits Center at 1-866-244-3539** and **press option 4**.

Upon speaking with an Advocate, a case will be created, and a designated Advocate will be assigned to support the family throughout the claim process.

Beneficiaries will receive a Survivor Benefit Letter outlining all applicable benefits and next steps to process their claim.

Letters will be sent via standard mail within 5 business days of receiving all requested documentation.

The Survivor Kit will also include all applicable inserts/flyers for eligible benefit plans and a benefit summary. If benefit continuation is available for a spouse who is not receiving a letter as a beneficiary, a letter detailing the new benefits will be sent to the spouse to advise of their benefit continuation options.

The surviving beneficiary may contact their designated Advocate at any time throughout the claim process to address concerns or obtain the status of their claim.

Advocates will work directly with the designated beneficiary to provide support and benefit plan coordination as needed.

Death in Service Assistance Payment Process Support

In the event of the death of an employee, the designated beneficiary may be eligible to receive a one-time payment provided by Baker Hughes. For losses reported directly to the Baker Hughes Benefits Center, the Advocate will create a case and provide notification to Total Rewards. Upon receipt of the notification, Total Rewards will open an internal case with myHR and provide the required beneficiary details needed for myHR to determine eligibility and process payment.

For details on the Death in Service Assistance Payment Process, please click [here](#).

If you have questions

For any questions or concerns regarding this new program, please contact the **Baker Hughes Benefits Center at 1-866-244-3539**, Monday – Friday, 7:00 a.m. to 7:00 p.m. CST. To speak directly with a Survivor Advocate, **press option 4**.