



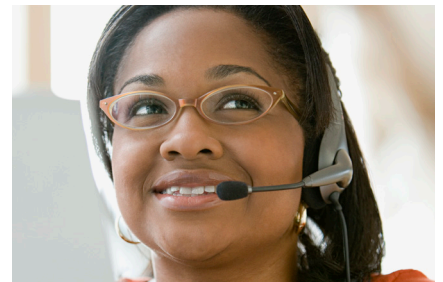
## Finding comfort after a tragedy

### After losing a family member to violence, Mark needed help.

Mark received unthinkable news — one of his family members was killed in a recent shooting. Family and friends were helping him cope with the loss in the weeks following, but Mark felt he needed additional support to help him process what happened. He didn't know where to turn and eventually dialed the number on the back of his card.

Gabrielle, an Optum advisor, answered the call. Mark's story was heartbreaking and Gabrielle was immediately committed to helping him find the support and comfort he needed. She stood up from her desk and addressed Stephen, an Employee Assistance Program (EAP) team member and licensed counselor. She asked if she could bring him on the line with someone who needs help. Mark felt a sense of relief and knew immediately he had made the right call. Stephen educated Mark on his benefits, found him a counselor and set up the free counseling sessions.

Gabrielle ended that first call with the words: "Just know we are here for you". She reached out to him after he completed the counseling sessions to check in on him. Mark felt touched when he received a compassion card from her.



“

It was a dark period in my life. I didn't know where to turn, but they [Optum] were there to listen.

— Mark, an Advocacy consumer



Stock photo used. Employee name changed to protect their privacy.

© 2018 Optum, Inc. All rights reserved. W765742 07/18