

Funeral Home Q & A

Q: I am calling from “Funeral Home” to verify if the deceased, John Doe, had life insurance?

A: Yes, John Doe had life insurance coverage. (“Yes” assumes he was an active working full-time employee at the time of death. If he was not, then please indicate there was no life insurance coverage i.e. retiree or terminate employee.)

Please note: If the employee dies within the first 30 days of the termination of employment OR within one year of leaving service sick and dies of this same illness (i.e. cancer) the claim should be handled as you would an active employee’s death claim.

Q: How much insurance did John Doe have?

A: Due to privacy laws, we are unable to communicate the specifics of the policy; you may contact Minnesota Life at 866-881-0631 for more details.

Q: Do you accept funeral assignments?

A: Yes, our life insurance vendor does accept funeral assignments. Please contact Minnesota Life at 866-881-0631. They can assist you on where to send the completed, signed assignment.

Please note: Sometimes, the funeral home will ask if the amount of life insurance will be enough to cover the funeral assignment (cost of funeral.) Please do not advise the funeral home of this information. Instead, refer the caller to Minnesota Life as stated above.