



Vocational Coach Customer Video

Onscreen Text:

New York Life Group Benefit Solutions (NYL GBS)
Return-to-Work Support

Voiceover (Frank):

So after I retired from the Air Force, I was home from a deployment, and I was, writing. Actually, I went to the military base for a medical appointment. And as I was approaching the intersection, I had the green light right away. There was a semi-truck that was in the turning lane. Well, obviously he didn't see me and appear that he was not going.

Scene Description:

Motorcycle approaches the intersection, as a truck begins to turn.

Voiceover (Frank):

So I throttle went through and then he turned seven broken ribs, one bicep rotator cuff, and then of course, road rash all over my face and my chest, my shoulders. And I was in the hospital for four days. I was like, okay, well, how messed up am I? How long is going to be the recovery? And I was thinking, I'm like, oh, great, you know, now I'm going to be out of work for so long.

And that's when the vocational coach came into play.

Voiceover (Jaclyn):

What I like that we do is once we find what those intrinsic motivators are for people to return to work, we then will sort of ride that wave. And we will point out that by engaging in any type of coaching we give them and applying it to talking with their doctor about their abilities, partnering with their employer and advocating for themselves, about returning to work and if they need any sort of assistance when they go back.

Voiceover (Jaclyn):

We really try to circle back with them on what is really motivating them to get back to work.

Scene Description:

Clips of vocational coaches engaged in conversations with employees.

Voiceover (Frank):

Getting back to work for me was important because I pride myself on just being a provider for my family.

Voiceover (Jaclyn):

In Frank's case, it was his sense of being productive and, you know, applying himself to something that felt valuable to him. Real, real.

Scene Description:

Clips of employees returning to work.

Voiceover (Frank):

Encouragement. That's how I felt. I felt like I had some, you know, skills on my side, cheering me on.

Voiceover (Jaclyn):

Our return to work services help people who might be looking to return to work in some capacity based on what their physical or mental capabilities are. And the vocational coach just really helps as a liaison to coordinate that among the employee. The employer and any providers that might be involved. And it just ensures a safe and efficient return to work for all parties.

Voiceover (Frank):

I think had I not had vocational assistance or coaching, I just would have been doing it on my own without being able to gauge my limitations.

Voiceover (Jaclyn):

We find that our employers that we work with really value our service as well, because they know that their employee is being taken care of. Even though that return to work can take many forms, they know that the end result is that their employee is happy, healthy, and that they felt that their employer supported them at a time that was really tough for them.

Voiceover (Frank):

I was like, okay, this is definitely going to be okay. Now.

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