Working with Trustmark + Cariloop® Frequently Asked Questions

cariloop®

What is Cariloop?
Cariloop is a value-added benefit that provides online resources and coaching to support individuals with caregiving needs.

Is there a cost for Cariloop?
Trustmark recognizes the importance of offering more than just financial protection when it comes to caregiving, so we have chosen to offer access to a Cariloop membership at no additional cost to you.

How do I activate my Cariloop membership?
Instructions to activate your Cariloop membership will be emailed to you within 1 month of your policy's effective date. Instructions are also available on your Trustmark Policyholder Portal Page

Are Cariloop Care Coaches included in my Cariloop membership?
Yes, your Cariloop membership includes unlimited support from Cariloop's expert care coaches.

What if I want to switch care coaches?
Please contact Cariloop's customer service team at 844-790-5667 or email helpme@cariloop.com. They will work with you to resolve any issues you may have with this service.

How do I pay for ongoing care coaching?
Unlimited care coaching is included as a benefit with your Trustmark life policy.

Are Cariloop's services only available to me, or can they be used for others?
Access to Cariloop's site is directly available to you. However, you can use the site to receive help with caregiving for yourself or anyone else for whom you are providing care. When you create a case, you can add other individuals you wish to be involved.

If I cancel my Trustmark life policy, will I lose access to Cariloop?
Cariloop is included as a benefit with your Trustmark life policy. If you choose to end your Trustmark life coverage, you will lose your free access to Cariloop.

What if I change jobs or retire?
Similar to your Trustmark policy, as long as you continue to make premium payments, Cariloop will remain active at the same level originally offered. Trustmark reserves the right to cancel this Cariloop feature at any time, with no notice necessary.

Trustmark

Can I cancel my Cariloop account?

Please contact Cariloop Customer Care by calling 844-790-5667 or email support@cariloop.com to cancel your membership.

What if I don't have any interest in using Cariloop?

You are not required to use this benefit; however, you will not receive the cash value of this benefit should you choose not to utilize it.

Should I go to Cariloop or Trustmark for help?

Refer to the chart below for the correct member portal or customer service department.

	Cariloop	Trustmark
Managing care coaching and subsequent payments	X	
Accessing and storing long-term care resources	X	
Adding family members to your Cariloop account	X	
Coordinating long-term care appointments with loved ones	X	
Updating your personal information	X	X
Transferring my policy if I leave my current employer		X
Viewing a summary of your life policy		X
Filing a claim on your policy		X
Managing your beneficiaries		X
Checking the status of a claim		X

You can access **Cariloop's Customer Care Portal** at any time, or contact **Cariloop's Customer Care service** by emailing the support team or calling 844-790-5667.

Trustmark Customer Care:
800-918-8877
Monday-Friday, 7 am to 6 pm CT

Cariloop membership is provided as a value-added benefit, separate from the life insurance policy. While we strive to maintain this offering, please note that it may be subject to change or discontinuation in the future without notice. Cariloop® is a registered trademark of Cariloop, Inc. Cariloop is not a Trustmark Insurance Company program, but is created and managed by Cariloop, Inc. Trustmark is not responsible for any advice received from Cariloop.

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400 Field Drive
Lake Forest, IL 60045
TrustmarkVB.com

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