

Don't let mail delivery disruptions affect your Sun Life Group Benefits claims

If you submit claims and receive reimbursements and statements by mail a postal service disruption could mean **significant delays in submitting claims, getting reimbursed** and generally keeping "in touch" with your benefits.

If your plan supports the my Sun Life Mobile app:

Download the **my Sun Life Mobile app** on your phone and you can submit claims instantly, on the go. The mobile app is the fastest way to submit and receive your benefits claim. It's available from Google Play and the Apple App Store.

Submit a claim: You can Submit a claim for all provider types, and in most cases your payment will be deposited directly into your bank account within 48 hours. Note: you must be registered for direct deposit to submit claims through the **my Sun Life Mobile app**.

Attach a receipt: You may need to attach an image of your receipt for quicker, more efficient processing of your claim. If a photo is needed, the photo submission feature will simply appear on your screen.

Send documents: If we request extra supporting documentation such as a doctor referral, you can send it easily by selecting "Send documents". Enter in the reference number associated to your documentation (this could include a claim, reference, control or claim package number or the name of the drug exception form).

If your plan has e-claims:

Avoid delay by taking advantage of our convenient e-claims tool. Visit **mysunlife.ca** to submit many of your claims online for instant processing. In most cases your money is in the bank in less than 48 hours, if you have registered for direct deposit.

Need an access ID?

If you are a new sign-up, you will be able to obtain access IDs through the Customer Care Centre (1-800-361-6212) and generate your own password through the **mysunlife.ca** website.

App Store is a trademark of Apple Inc., registered in the U.S. and other countries.
Google Play is a trademark of Google Inc.

For claims payments:

You should register for direct deposit on **mysunlife.ca** to have claims payments electronically deposited into your bank account.

If you don't have an access ID and password for **mysunlife.ca**, you can also register for direct deposit by:

- Faxing a void cheque to: 1-866-366-8616, including your contract number and your member ID.
- Calling the Customer Care Centre for advice: 1-800-361-6212.

Short Term Disability and Long Term Disability payments:

If you are receiving STD or LTD payments via mail you can switch to EFT by faxing your banking details to the following Sun Life Financial Disability offices:

- 1-866-639-7846 if you are in the Atlantic provinces, Quebec or Ottawa
- 1-866-209-7215 for all other provinces or territories

Options for paper claims submissions:

For paper claim submissions:

If you must submit paper claims for your expenses, you can deliver them during the postal service disruption to the addresses listed on page two. Claims can also be faxed to 1-855-641-0809.

We thank you for your understanding and assure you that we are prepared to process mail and resume normal operations as soon as regular postal service begins again.

If you have any questions, please contact your Benefits Administrator.

Life's brighter under the sun



How can you get a piece of mail (claim form, policy payment, etc.) to Sun Life?

For items that can't be submitted electronically or faxed to Sun Life, you may drop off mail at any of these major Sun Life locations.

Montreal:

1155 Metcalfe St. Montreal QC H3B 2V9
SLF Reception ground floor
(514) 866-6411
7:00 am – 4:30 pm (Mailroom)
8:00 am – 5:00 pm (Reception)

Montreal:

5445 Avenue De Gaspé, Suite 1100
Montreal QC H2T 3B2
(514) 866-6411
7:30 am – 3:30 pm (Mailroom)

Ottawa Preston:

333 Preston St, Suite 300, Ottawa ON K1S 5N4
SLF Reception 3rd floor
(613) 560-7888
8:00 am – 4:00 pm (Reception)

Toronto Atria:

2255 Sheppard Ave East, Toronto, ON M2J 4Y1
Reception Ground floor
(416) 496-4500
8:30 am – 4:30 pm (Mailroom)
8:00 am – 4:00 pm (Reception)

Toronto One York:

1 York St, Toronto ON M5J 0B6
SLF Reception 35th floor
(416) 408-7603
8:30 am – 4:30 pm (Mailroom)
8:00 am – 5:00 pm (Reception)

Waterloo King:

227 King Street South, Waterloo ON N2J 1R2
Reception Ground floor
(519) 888-3900
7:00 am – 4:30 pm (Mailroom)
7:30 am – 4:30 pm (Reception)

Waterloo Westmount:

50 Westmount Rd North, Waterloo ON N2L 2R5
Reception Ground floor
(519) 888-8000
7:30 am – 4:00 pm (Mailroom)
8:00 am – 4:00 pm (Reception)

Edmonton

10123-99th Street, Suite 900, Edmonton, AB T5J 3H1
(780) 441-4490
8:00 am – 4:00 pm

Vancouver:

1140 West Pender St, Suite 1160
Vancouver, BC V6E 4G1
(604) 895-5434
8:30 am – 4:30 pm

Calgary:

140 4th Avenue S.W. Suite 1200, Calgary AB T2P 3N3
(403) 294-7374
8:30 am – 4:30 pm

Halifax:

1809 Barrington Street, Suite 1500, Halifax, NS B3J 3K8
(902) 422-1545 x2270
8:30 am – 4:30 pm

Moncton:

1133 St. George Blvd. Suite. 425, Moncton, NB E1E 4C9
(506) 387-7996
8:30 am – 4:30 pm

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Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies. PDF6933-E 09-18 lj-cc

