



The **my Sun Life mobile app** and **mysunlife.ca**

KEEP GETTING BETTER

We are always adding enhancements to both the app and the website.¹ Here are some highlights:



Fingerprint authentication

This feature enables you to use the Touch ID² feature on your iPhone or Fingerprint on your Android³ smart phone to access the **my Sun Life mobile app**. By linking this feature to your Sun Life ID and password, you can access the app instantly without having to enter your ID and password each time.



Facial recognition using iPhone X²

If you're using an iPhone X, you are able to use the Face ID feature to unlock the **my Sun Life mobile app**.



Access your coverage and travel cards through Apple Wallet²

You can save both your coverage and travel cards to the Wallet section of your iPhone² for quick and easy access, even when you're offline.



Click to call

You can sign in to the **my Sun Life mobile app**, click **Contact Us** and connect with the Sun Life Client Care Centre (CCC) without the need to re-enter your Sun Life ID and password.

Finding local health-care providers is easier than ever

Finding top-rated health-care providers in your neighbourhood can be a challenge. **Lumino Provider Search** is available on the **my Sun Life mobile app**, **mysunlife.ca** and Alexa. The provider search tool gives you easy access to look up paramedical providers across the country such as chiropractors, massage therapists, physiotherapists, as well as dental and vision care professionals. You can also compare costs across several types of providers, as each provider is assigned a relative cost indicator (\$ / \$\$ / \$\$\$). There are more than 15 million ratings on 150,000+ providers.

We've even taken it one step further to help you choose your provider by allowing them to establish a custom profile on provider search. This provides details such as office hours, images of the provider and the facility and education. You can also request or book an appointment directly with certain providers.

Visit
sunlife.ca/mobile
to learn more about
the features available
on the **my Sun Life
mobile app**

Lumino Health Centre

Lumino Health Centre makes it easy for plan members to find resources and solutions to live healthier.

- Discover regularly updated **wellness and mental health content**. Read articles, watch videos, listen to podcasts and more.
- Find exclusive savings and special offers through **Lumino Resources & Offers***. Browse categories such as Vision & Hearing, Medical Products & Resources, and Mental Wellness.
* This section will only be visible if **Lumino Resources & Offers** are part of your plan.
- Need to find a health-care professional? **Lumino Provider Search** can help (see description in the box above).

Drug lookup tool

This tool is available on both the **my Sun Life mobile app** and **mysunlife.ca** and provides you with a trusted resource to look up medications, side effects, usage and contraindications, and potentially lower-cost alternatives. With this information at your fingertips, you can better manage your health and wealth, and have richer conversations with your health-care providers.

Drug DIN scanner

In addition to drug coverage information, you can now use the camera on your smart phone to scan the Drug Identification Number (DIN) to see drug information and alternatives.

Disability claims go digital

You can now submit disability claims via email or by using the **my Sun Life mobile app**. It's as easy as taking a picture of your completed paper claim form and sending it via the **Documents** feature within the app.

Alexa⁴

You can talk to Ella, your digital health coach, on your Alexa smart speaker. You can search for the nearest or highest-rated health-care provider using the provider search tool. When you've chosen a provider, you can instantly get a text message with their details. In some cases, you can even request an appointment with them. You can also request coverage information and remaining balances for you and your dependents (available for some benefit types). You can also ask for status updates on your recent medical and dental claims.

¹ Refer to your benefits booklet for full details of eligible expenses under your plan, including limitations, exclusions, and conditions of coverage.

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³ Android is a trademark of Google Inc.

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