

What you need to know

We're changing our Pharmacy Benefits Manager to Express Scripts Canada



What's changing

In March we're changing our Pharmacy Benefits Manager to Express Scripts Canada. A Pharmacy Benefits Manager is a company that helps us process your claims with pharmacies. We're working with pharmacies across the country on this change and it will happen automatically in their system.



What this change means for you

We're working with pharmacies on a smooth and easy transition. This change shouldn't impact your experience at the pharmacy. It's an automatic change managed in the pharmacy's system.



Visiting your pharmacy

If you have any issues while visiting your local pharmacy, show your pharmacist your drug card. It has all your plan information they need to know. You can also tell them that your new Pharmacy Benefits Manager is Express Scripts Canada. They'll know what this means and update your profile in their system.

If you visit a new pharmacy, we always recommend you have your current drug card.



Dependents covered by your plan

If you have any dependents on your plan, like children or a spouse, you'll need to let them know about this change.



Create your account and make managing your benefits easy!

If you haven't created your online account, now's the perfect time to do it! In addition to accessing your drug card, you can submit claims, check your coverage details and more. To register:

1. Go to mysunlife.ca and select **Register**
2. Enter your information. You'll need to create a password and choose a verification question and answer. This will help us verify your identity if you forget your password.

If we have your email address on file, we'll email you a temporary registration code.

If we don't have your email address on file, we'll send a temporary code in the mail. You'll need this code to finish registering. The code is good for 48 hours if emailed and 45 days if mailed.

3. When you get your code, enter it to finish your online registration.



Registering from your mobile device

Download the **my Sun Life mobile app** from the App Store or Google Play. Follow the same instructions outlined above. You can also download the free Verified.Me app to register for your Sun Life account. You'll need online credentials from your financial institution. Visit sunlife.ca/verifiedme to learn more.

Now you're ready to go!

Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. GB-9608 01-23 ad-mp

