

Don't let mail delivery interruptions affect your Sun Life group benefits claims

Here's some information to help you keep "in touch" with your benefits during an interruption in postal services

Make sure you're registered! mysunlife.ca and the **my Sun Life mobile app** give you the online tools you need to manage your plan. Scan this QR code to access helpful tips on how to register with Sun Life.



Making claims online

To submit claims using our website, sign in to mysunlife.ca with your Sign-in ID and password.

1. Navigate to **Benefits section** and select **Submit a claim**. If you belong to more than one plan, you may need to select your plan first.
2. Select the type of claim you're submitting.
3. Complete, update or verify your personal information.
4. After agreeing to the terms and conditions, let us know who the claim is for, and if you're claiming for a remaining balance not covered by another plan (Coordination of Benefits/COB).
5. Using your receipt, answer the questions about your claim. If you're adding a new provider, select **new provider** or **Add new provider**. This can be found in the drop down under **Provider**.
6. Continue to follow the steps until you receive a claim confirmation.

Get reimbursed faster with direct deposit

When you send your claims through the **my Sun Life mobile app** or mysunlife.ca, most are checked and paid right away. If you set up direct deposit (you have to do this for mobile claims), we can pay your claim right into your bank account. This is also the fastest way to receive any Short-term or Long-term Disability payments.

To sign up for direct deposit simply sign in to mysunlife.ca > **Benefits centre**.

Look for the **Take me to list** and choose **Direct deposit**. Select **Register**. You'll need your banking information and email address.

Making claims using the app

You can also download the **my Sun Life (CA) app** on any Apple or Android mobile device. Sign in using the same Sign-in ID and password that you use for mysunlife.ca.

To submit a claim using our mobile app:

1. Select **Benefits**.
2. Select **Submit a claim**.
3. Select the type of claim you want to submit.
4. Select who the claim is for and if you're claiming for a remaining balance not covered by another plan (Coordination of Benefits/COB).
5. If you haven't submitted a claim from this provider before, you'll need to add their details. This information should be on your receipt.
6. Select the type of expense, the service date, and the amount you're claiming. If you can't find the expense you're claiming for, select **other** and select **Add photo** to upload your receipt.
7. Continue to follow the steps until you receive a claim confirmation.

That's it! There's no need to send us a copy of your receipts unless we ask for them. Please hold onto your receipts for 12 months.

We'll let you know once your claim is complete. Please allow up to 1-2 business days for the payment to show up in your account.

For more information about your plan or to chat with us, sign in to mysunlife.ca.

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. MC-1115-E 10-24 lj-jf

