



my Sun Life

The website that gives you access to your benefits information and claims.

Fast, easy, convenient

Here are just some of the things you can do online at mysunlife.ca (depending on your plan):

- Submit your claims online for instant processing. You save time and paper, and in most cases you get your benefits payment less than 48 hours after your claim is processed!
- View your claims statements as well as your claims history.
- Check when your plan will cover your next purchase of glasses or lenses.
- See when you, or your family members, are eligible for your next dental check-up.
- View details of what's covered under your plan.
- Print an "all-in-one" coverage card to keep in your wallet.

How to access my Sun Life

You will need to register online to get your access ID and password.

- Go to mysunlife.ca and select **Register now**.
- Enter your contract number and member ID. You will be given your access ID right away.
- If we have your e-mail address on file, you can create your password right away. Otherwise, we will send you a temporary password by mail.

Easier way to sign in

When you sign in to **my Sun Life**, you'll have the option of using your e-mail address as your access ID.

LIFE'S BRIGHTER *under the sun*

Sun 
Life Financial

Sign up for direct deposit

Do you want to receive your claim payments faster? Try direct deposit — it's quick, easy and environmentally friendly, because it eliminates paper.

- After you sign in to **my Sun Life**, select **Direct deposit** under the “Take me to...” drop-down menu in the “my health and well-being” section.
- Select **Register** and provide your bank information and e-mail address.

Submit your claims online

When you have signed up for direct deposit you can submit your claims online. Select an option from the **Claims** menu and you'll be guided through a few easy steps. Most claims are processed instantly and you can access your claim statement right away. You'll receive an e-mail letting you know when your claim payment has been deposited to your bank account, usually in 24 to 48 hours.

Tip: Many dentists submit claims electronically to Sun Life, on your behalf. Ask your dentist about it.

my Sun Life Mobile

Now there's a free app to connect you with your Sun Life benefits plan! The my Sun Life Mobile app is fast, easy to use and gives you instant claims processing and savings tools, all in the palm of your hand. You can even access your drug and travel cards so they are always with you.

You can download this app to your BlackBerry from BlackBerry App World or to your iPhone from the Apple App Store. For more information about the app and to view a demo, visit: www.sunlife.ca/mobile.

Check your coverage

You can see what's covered under your plan, for example:

- Enter a drug name or drug identification number (DIN) to see if it's covered in your plan.
- Select a medical expense type to see details of your coverage.
- Enter a dental procedure code from your dentist to check if it's covered in your plan – before you get the work done.

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Group Benefits are offered by Sun Life Assurance Company of Canada, a member of Sun Life Financial group of companies.
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Wellness Centre – your online guide to good health

Looking for reliable health and medical information? Our Wellness Centre provides answers for your health concerns and questions.

- Visit the **Health and Medication Libraries** for information about medical conditions, treatments, drugs and medicine.
- Need help navigating the Canadian health care system? Go to the **Canadian HealthCare** section. Find doctors, clinics or community support groups in your area, understand wait times – and more.
- Take an online **wellness assessment**, then get healthy lifestyle suggestions to help you understand and reduce your health risks.

Access the Wellness Centre from the Home page, after you sign in to **my Sun Life**.

Questions?

Online

Send us a message on **my Sun Life**. Sign in, then select **Secure messages** from above the blue navigation bar and follow the instructions from there. Your message and our response will remain completely confidential.

Phone

Talk to a Sun Life customer care representative, Monday to Friday from 8 a.m. to 8 p.m. ET, at 1-800-361-6212.

“It allows us to
manage our plan
and its benefits in a way that is
fast and available
whenever we need to.” ~Wray B.

