

# Information about your application for Sun Retirement Health Assist and receipt



Policy no.

## When you can expect to receive your policy or refund

You should receive your policy, or any payment refund, within 90 days of the date the application is completed. If you do not, please call our Customer Care Centre toll-free at 1-877-SUN-LIFE (1-877-786-5433).

You are considered to have received your policy 5 days after it is mailed to the address shown on your application from our office, or on the date your advisor delivers it to you.

If you change your mind about the policy you may send us a written request to cancel it within the earlier of:

- 10 days of receiving the policy from us, or
- 60 days after the policy is issued.

## Refund of payment

Any payments will be refunded without interest if:

- your application is not approved, or
- you withdraw your application.

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## Receipt for application payment (complete for all applications)

Received from \_\_\_\_\_ on

Date (dd-mm-yyyy)

\$

OR

authorization to take first payment by pre-authorized chequing and the required banking information

Advisor/LTCI specialist's signature

X

# Important information you should know

## **Sun Life Financial Privacy Statement for Canada**

At Sun Life Financial, protecting your privacy is a priority. We maintain a confidential file in our offices containing personal information about you and your contract(s) with us. Our files are kept for the purpose of providing you with investment and insurance products or services that will help you meet your lifetime financial objectives. Access to your personal information is restricted to those employees, representatives, distribution partners (such as advisors and their companies) and third party service providers who are responsible for the administration, processing and servicing of your contract(s) with us, our reinsurers or any other person whom you authorize. In some instances these persons may be located outside of Canada, and your personal information may be subject to the laws of those foreign jurisdictions. You are entitled to consult the information contained in our file and, if applicable, to have it corrected by sending a written request to us.

To find out about our Privacy Policy, visit our website at [www.sunlife.ca](http://www.sunlife.ca), or to obtain information about our privacy practices, send a written request by email to [privacyofficer@sunlife.com](mailto:privacyofficer@sunlife.com), or by mail to Privacy Officer, Sun Life Financial, 225 King St. West, Toronto, ON M5V 3C5.

## **Access to your information**

We or our reinsurers may also submit a brief report of our findings to the MIB, Inc. (MIB), a non-profit organization of life and health insurance companies, which operates an information exchange on behalf of its members. If the person named in this application also applies for insurance coverage or submits a claim with another life or health insurance company that is an MIB member, MIB will, on request, supply that insurance company with the information on its files.

MIB receives personal information and the collection, use and disclosure of such information is governed by the Personal Information Protection and Electronic Documents Act (PIPEDA) and provincial laws. Therefore, MIB has agreed to protect such information in a manner that is substantially similar to the company's privacy and securities practices, and in accordance with applicable laws. As a U.S. based company, MIB is bound by, and such personal information may be disclosed in accordance with, applicable U.S. laws. If you have any questions about MIB's commitment to protect the confidentiality and security of your personal information, you may contact the MIB Privacy Department at [privacy@mib.com](mailto:privacy@mib.com).

To learn more about MIB, Inc., you may visit the website at [www.mib.com](http://www.mib.com), call (416) 597-0590 or write to:

MIB, Inc.  
330 University Avenue  
Suite 501  
Toronto, Ontario M5G 1R7

You may ask to see your personal information on file with MIB, Inc. and correct anything that is inaccurate or incomplete.

## **About Sun Life Financial**

As a leading international financial services organization, we're proud to offer a diverse range of wealth accumulation and protection products and services. Tracing our roots back to 1865, Sun Life Financial has operations in key markets around the world. But most importantly, we're in business to help people achieve and maintain the peace of mind that comes from having sound financial solutions in place.

If you'd like more information about Sun Life Financial, please visit our website at [www.sunlife.ca](http://www.sunlife.ca) or call 1-877-SUN-LIFE (1-877-786-5433).