

Who to contact at Sun Life Financial

Our guides are stored and regularly updated on our Plan Sponsor Services home page.

LIFE'S BRIGHTER *under the sun*





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Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.



Contact information

As your group benefits partner, we understand your need for quick and easy access to information regarding every aspect of your plan. Here's how to contact us whenever you have a question or concern:

Visit our website at www.sunlife.ca to find lots of information, or contact:

Group Benefits Administration

- *What needs to be done to add or change a member's coverage?*
- *We have members away from work. What benefits can be continued for them?*
- *I have questions about my bill. Can you help me?*
- *How much life insurance is my member covered/approved for?*
- *Who do I contact if I need to make any changes to an applicant's information? (e.g., change of address, change in employment.)*

Hours of operation 8:30 a.m. – 4:30 p.m., local time, Monday – Friday excluding statutory holidays

<p>Montreal</p> <p>1-866-377-5818 Sun Life Assurance Company of Canada Group Benefits Administration PO Box 11010 Stn CV Montreal, QC H3C 4T9</p>	<p>Waterloo</p> <p>1-866-377-5818 Sun Life Assurance Company of Canada Group Benefits Administration 227 King St S PO Box 1601 Stn Waterloo Waterloo, ON N2J 4C5</p>
<p>Ottawa</p> <p>1-866-377-5818 Sun Life Assurance Company of Canada Group Client Services PO Box 11010 Stn CV Montreal, QC H3C 4T9</p>	<p>Calgary</p> <p>1-866-377-5818 Sun Life Assurance Company of Canada Group Benefits Administration 2020, 140-4 Avenue SW Calgary, AB T2P 3N3</p>



Extended Health Care & Dental claims

- *Is this expense or service covered under our plan for this member?*
- *How do I know if the government pays a portion of this claim?*
- *What's covered under our "Out-of-Province" benefit?*
- *How do members submit their Health Spending Account claims?*

Customer Care Centre

Hours of operation 8 a.m. – 8 p.m. ET, Monday – Friday excluding statutory holidays

Phone 1-866-246-4153

Montreal	Waterloo
Sun Life Assurance Company of Canada PO Box 11658 Stn CV Montreal, QC H3C 6C1	Sun Life Assurance Company of Canada PO Box 2010 Stn Waterloo Waterloo, ON N2J 0A6



Disability claims

We have regional disability claim offices across the country so we can work more closely with you, your employees and the medical providers involved.

- *Can you tell me the status of the claim?*
- *When will this member be ready to return to work?*
- *How can I get a claim form?*
- *How did you calculate the amount paid?*
- *I would like to talk about getting some rehabilitation intervention for a member. How can I do that?*

Hours of operation 8:30 a.m. – 4:30 p.m. ET, Monday – Friday excluding statutory holidays

Phone 1-866-246-4153

<p>Vancouver</p> <p>Fax 1-866-639-7829 Sun Life Assurance Company of Canada Group Disability Management Office PO Box 48810 Stn Bentall Vancouver, BC V7X 1A6</p>	<p>Edmonton</p> <p>Fax 1-866-639-7820 Sun Life Assurance Company of Canada Group Disability Management Office PO Box 2733 Stn D Edmonton, AB T5J 5C9</p>	<p>Kitchener-Waterloo</p> <p>Fax 1-866-209-7215 Sun Life Assurance Company of Canada Group Disability Management Office PO Box 100 Stn C Kitchener, ON N2G 3W9</p>
<p>Toronto</p> <p>Fax 1-866-639-7851 Sun Life Assurance Company of Canada Group Disability Management Office PO Box 950 Stn A Toronto, ON M5W 1G5</p>	<p>Montreal</p> <p>Fax 1-866-639-7846 Sun Life Assurance Company of Canada Group Disability Management Office PO Box 11037 Stn CV Montreal, QC H3C 4W8</p>	<p>Halifax</p> <p>Fax 1-866-639-7850 Sun Life Assurance Company of Canada Group Disability Management Office 1100-1809 Barrington St Halifax, NS B3J 3K8</p>



Life and Waiver of Life Premium claims

- *What forms are required when a member dies?*
- *What forms are required to file a stand-alone waiver of premium claim?*
- *What forms are required to file an accidental death claim?*
- *Who do I contact if I have a question regarding a claim?*
- *How does a member qualify for a living benefit?*

Hours of operation 8:30 a.m. – 4:30 p.m. ET, Monday – Friday excluding statutory holidays

Phone 1-800-361-2128

Sun Life Assurance Company of Canada
Group Life Claims
PO Box 6075 Stn CV
Montreal, QC H3C 3G5

Fax 514-954-1413

Critical Illness claims

- *What forms are required when a member needs to file a Critical Illness claim?*
- *Who do I contact about the status of a claim?*

Hours of operation 8:30 a.m. – 4:30 p.m. ET, Monday – Friday excluding statutory holidays

Phone 1-800-669-7921

Sun Life Assurance Company of Canada
Association Claims Department
PO Box 4097 Stn A
Toronto, ON M5W 2Z5



Medical underwriting

- *Can you tell me the status of a health statement?*
- *How do I make corrections to a previously submitted health statement? (e.g. forgot to indicate a benefit, indicated an incorrect benefit amount)*
- *How can I get another copy of a previously sent correspondence?*

Please contact us at our Montreal location if your head office is in Ottawa, Quebec or one of the Atlantic Provinces. For all other locations, please contact our Waterloo location.

Hours of operation 8:30 a.m. – 4:30 p.m. ET, Monday – Friday excluding statutory holidays

<p>Montreal</p> <p>Phone 1-866-882-0884 E-mail medicaluw.east@sunlife.com Fax 1-877-897-5519 Sun Life Assurance Company of Canada Group Medical Underwriting PO Box 11691 Stn CV Montreal, QC H3C 3J9</p>	<p>Waterloo</p> <p>Phone 1-866-882-0884 E-mail medicaluw@sunlife.com Fax 1-877-897-6605 Sun Life Assurance Company of Canada Group Medical Underwriting PO Box 578, Stn Waterloo Waterloo, ON N2J 4B8</p>
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When benefits end or reduce

Plan members or their spouses may be eligible to convert or continue life, health, dental or Critical Illness coverage upon reduction or termination of their group benefits. Members should call our Customer Solutions Centre at 1-877-893-9893. A Customer Solutions specialist will be able to discuss product options, help members apply for continuation of coverage over the phone, or refer them to a Sun Life Financial advisor for a full financial consultation including exercising the Group Life conversion privilege.

It's important for members to contact the Customer Solutions Centre within 31 days of loss of Life or Critical Illness coverage and within 60 days of loss of Extended Health Care or Dental Care coverage.

