



# 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 [www.mysunlife.ca](http://www.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 [www.mysunlife.ca](http://www.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, instead of your 12 or 14-digit numerical ID.



# 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.

## Mailing claims

If you need to mail a claim, you can download a paper claim form from **my Sun Life** with your personal information already filled in. Just complete the remaining information then print, sign, attach your receipts and send it to us at the address shown on the form.

## 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.

Life's brighter under the sun

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.”

