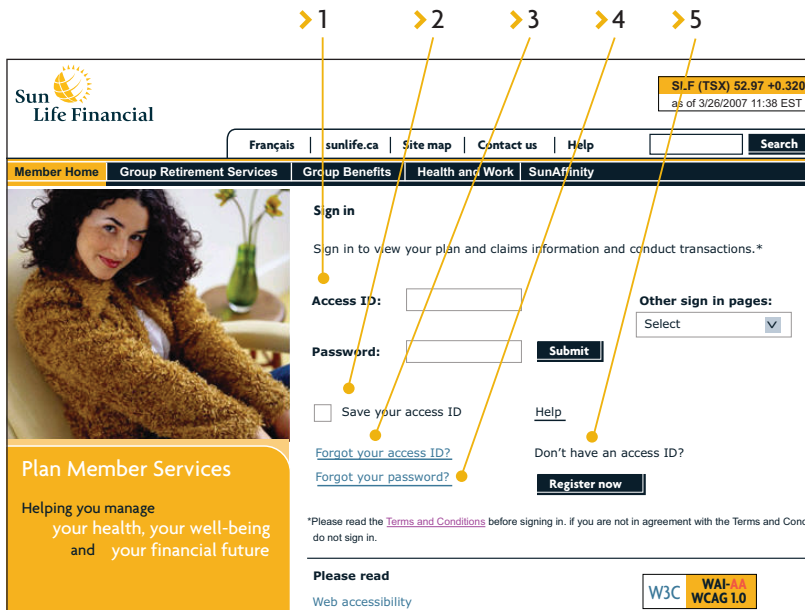




## How to connect ... at a glance



The screenshot shows the Sun Life Financial website's sign-in page. Five numbered callouts point to specific elements: 1 points to the 'Sign in' section; 2 points to the 'Access ID' input field; 3 points to the 'Forgot your access ID?' link; 4 points to the 'Forgot your password?' link; and 5 points to the 'Register now' button. The page also features a navigation bar with links like 'Français', 'sunlife.ca', 'Site map', 'Contact us', and 'Help'. A search bar is located in the top right. A sidebar on the left contains a photo of a woman and the text 'Plan Member Services Helping you manage your health, your well-being and your financial future'. At the bottom, there are links for 'Please read Web accessibility' and 'W3C WAI-WCAG 1.0'.

- **1 Already registered?**  
Enter your access ID and password to explore our great online features.
- **2 Save your access ID**  
No need to enter your access ID every time, just enter your password to sign on.
- **3 Forgot your access ID?**  
Click here to retrieve it.
- **4 Forgot your password?**  
Click here to get a new one.
- **5 No access ID and password?**  
Click here to register.

### Accessing the Sun Life Financial Plan Member Services website is just a few clicks away.

To use the easy online features available through our Plan Member Services website, you need to register. Just go to [www.sunlife.ca/member](http://www.sunlife.ca/member) and follow the instructions below.

#### ➤ If you do not have an access ID and password

You can register online by going to [www.sunlife.ca/member](http://www.sunlife.ca/member):

- Click on the **Register** button for an access ID.
- Read the instructions and select **Continue**.
- Select **Group Benefits** as your plan type from the drop-down menu.
- Follow the prompts to identify yourself. You will need your contract number and member ID.
- The system will ask you how you would like to receive your password.
  - You can create your password online using instructions that will be e-mailed to you, or
  - You can receive a temporary password by regular mail.
- Click **Submit** to complete the registration process.

Your access ID will be generated for you automatically. Print your access ID card for future reference. The first time you sign on, you will be prompted to change your password. The temporary password will expire in 45 days from the date it was generated. If your temporary password has expired, please call our Group Benefits Customer Care Centre at 1-800-361-6212.

#### ➤ If you have an access ID, but have forgotten your password

You can get a new password by going to [www.sunlife.ca/member](http://www.sunlife.ca/member):

- Click on the **Forgot your password?** link.
- Enter your access ID and select **Next**.
- Enter the answer of your verification question and date of birth, then select **Next**.
- Select **Submit** to have your new temporary password sent to the e-mail address we have on file for you. Please sign on within seven days of receiving the temporary password. The first time you sign on, you will be prompted to change your password.

#### ➤ If you have both an access ID and password, but your account has been inactive for more than a year

If you have used Plan Member Services before but haven't signed on in the last 365 days, your account will be suspended. Please call our Group Benefits Customer Care Centre at 1-800-361-6212 to have your account re-activated.

#### ➤ If you have both an access ID and password

- Simply go to [www.sunlife.ca/member](http://www.sunlife.ca/member).
- Enter your existing access ID and password.

## Questions?

For questions about registering for Plan Member Services or any of the features on the website, just call our Group Benefits Customer Care Centre at 1-800-361-6212, from 8 a.m. to 8 p.m. ET, Monday to Friday.