

# Don't let mail delivery disruptions affect your Sun Life Group Benefits claims

If you submit claims and receive reimbursements and statements by mail a postal service disruption could mean **significant delays in submitting claims, getting reimbursed** and generally keeping “in touch” with your benefits.

## If your plan has e-claims:

Avoid delay by taking advantage of our convenient e-claims tool. Visit [www.mysunlife.ca](http://www.mysunlife.ca) to submit many of your claims online for instant processing. In most cases your money is in the bank in less than 48 hours.

## Need an access ID?

If you are a new sign-up, you will be able to obtain access IDs through the Customer Care Centre (1-800-361-6212) and generate your own password through the [www.mysunlife.ca](http://www.mysunlife.ca) website.

## For claims payments:

You should register for direct deposit on [www.mysunlife.ca](http://www.mysunlife.ca) to have claims payments electronically deposited into your bank account.

If you don't have an access ID and password for [www.mysunlife.ca](http://www.mysunlife.ca), you can also register for direct deposit by:

- Faxing a void cheque to: 1-866-366-8616, including your contract number and your member ID.
- Including a void cheque with your claim form.
- Calling the Customer Care Centre for advice: 1-800-361-6212.

## Short Term Disability and Long Term Disability payments:

If you are receiving STD or LTD payments via mail you can switch to EFT by faxing your banking details to the following Sun Life Financial Disability offices: 1-866-639-7846 if you are in the Atlantic provinces, Quebec or Ottawa and 1-866-209-7215 for all other provinces or territories.

## Options for paper claims submissions:

### For paper claim submissions:

If you must submit paper claims for your expenses, you can deliver them during the postal service disruption to the addresses listed below. Claims can also be faxed to the following toll free number: 1-855-641-0809

We thank you for your understanding and assure you that we are prepared to process mail and resume normal operations as soon as regular postal service begins again.

If you have any questions, please contact your Benefits Administrator.

**Montreal:** 1155 Metcalfe St., Montreal QC, H3B 2V9, SLF Reception ground floor – 514-866-6411

**Ottawa Preston:** 333 Preston St., Suite 300, Ottawa ON, K1S 5N4, SLF Mail Services 3rd floor – 613-560-7888

**Toronto Metro:** 225 King St. West, Toronto ON, M5V 3C5, SLF Mail Services 2nd floor – 416-408-7520

**Toronto Atria:** 2255 Sheppard Ave. East, Toronto ON, M2J 4Y1, Reception ground floor – 416-496-4500

**Waterloo King:** 227 King St. South, Waterloo ON, N2A 4J5, Reception ground floor – 519-888-3900

**Waterloo Westmount:** 50 Westmount Rd. North, Waterloo ON, N2A 4C5, Reception ground floor – 519-888-8000

**Vancouver:** 1100 Melville St., Suite 740, Vancouver BC, V6E 4A6 – 604-692-4114

**Vancouver:** 1140 West Pender St., Suite 1160, Vancouver BC, V6E 4G1 – 604-895-5434

**Calgary:** 140 4th Ave. S.W. Suite 1200, Calgary AB, T2P 3N3 – 403-294-7374

**Edmonton:** 10123-99th St., Suite 900, Edmonton AB, T5J 3H1 – 780-441-4490

**Halifax:** 1809 Barrington St., Suite 1500, Halifax NS, B3J 3K8 – 902-422-1545 (x2270)

**Moncton:** 1133 St. George Blvd. Suite. 425, Moncton NB, E1E 4C9 – 506-387-7996

## Life's brighter under the sun

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

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