



# 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 [mysunlife.ca](http://mysunlife.ca) (depending on your plan):

- Submit your claims online for instant processing including Health Spending Account claims. 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.
- Find a health service provider in your area and check how other plan members have rated their experience or the experience of a family member with the provider, using Provider Search.

## How to access my Sun Life

You will need to register online to get your access ID and password.

- Go to [mysunlife.ca](http://mysunlife.ca) and select **Register**
- Enter your date of birth, country of residence and postal code.
- Select "Health/dental benefits."
- Enter your contract number, member ID and some additional information.
- If we have your email address on file, we will email you your temporary registration code. Otherwise, we will send it by mail.
- Enter your email (mandatory) and create your password.

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## An easier way to sign in

After the last registration step, you can choose between your email address and access ID to sign into **my Sun Life**.

## Submit your claims online

When you have signed up for direct deposit you can submit your claims online. Select **Submit a claim** on the home page or 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 directly to Sun Life electronically, on your behalf. Ask your dentist about it.

## Completed claims

- On the **Home** page you will find your 5 most recent completed claims within the last 90 days.
- For more details, select **All claims**. Here you are able to view:
  - » Your claim statements
  - » View claims in process
  - » View estimates
  - » View your Medical and Dental claim summaries
  - » View your drug summary



## 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 and online claim statements** under the “Take me to...” drop-down menu in the “Benefits centre” in the ‘Benefits’ section.
- Select **Update** and provide your bank information and e-mail address.

## 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.

## Wellness Centre

Looking to learn about, assess and take action on your health? Our Wellness Centre provides a central place to locate and connect with reliable health lifestyle information.

- Take an online **Health Risk Assessment** to get a picture of your current health status and receive suggestions to help you understand and reduce your health risks.
- Customize your experience—you can control the types of health articles you would like to see in the Wellness Centre.
- Visit the **Health resource library** to access various databases around health and medical information, natural products and community support groups.
- Use **Provider search** tool and rate the provider while you submit your claim. You'll get a listing of the 50 closest providers, a map and directions to their locations as well as the ratings as provided by other plan members.

## my Sun Life Mobile

Make your claims and contributions on the go!

Here are a few things you can do with the app (depending on your plan):

- Submit your claims on the go.
- Send documents that Sun Life has requested.
- Make a contribution to and check your balances for your retirement and savings plans.
- Have Coverage cards handy, or in your apple wallet.
- Check your health, medical and drug coverage details.
- View your recent claims.
- Stay informed of helpful reminders by viewing ‘Notifications’.
- Do a Provider search to find the right health care provider for you.

## Questions?

### Online

Send us a message on **my Sun Life**. Sign in, then select the envelope icon in the top navigation bar and follow the instructions from there. Your message and our response will remain completely confidential.

### Phone

Talk to a Sun Life Client 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.

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Group Benefits are offered by Sun Life Assurance Company of Canada, a member of Sun Life Financial group of companies. GRP1635-E 01-17 bm-sf

