

Your guide to mysunlife.ca

Some people say the best service you can get from anywhere is self-service. That's why Sun Life Financial created an industry-leading and award-winning website for plan members. Just visit **mysunlife.ca** to take advantage of our easy online features.

Here's a quick overview of what you can see and do.

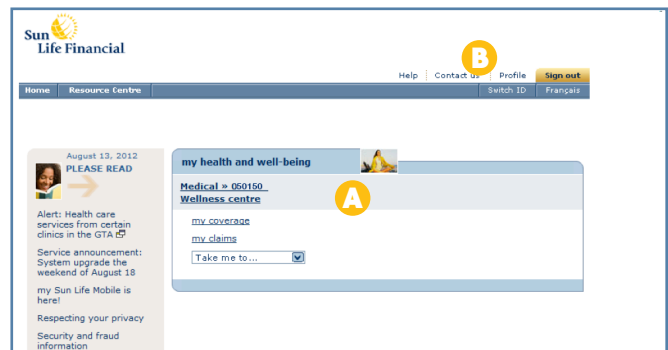
Your home page – This is your starting page when you sign on to my Sun Life.

A ONE ACCESS ID – TOTALLY CONNECTED

- Access to your medical benefits with just one access ID
- Use your email address as your access ID to make signing in easier

B SECURE MESSAGES

- Too busy to call us with your questions? Send us a secure message instead



Your quick view page – This is where you will find all the great features described below.

A COVERAGE

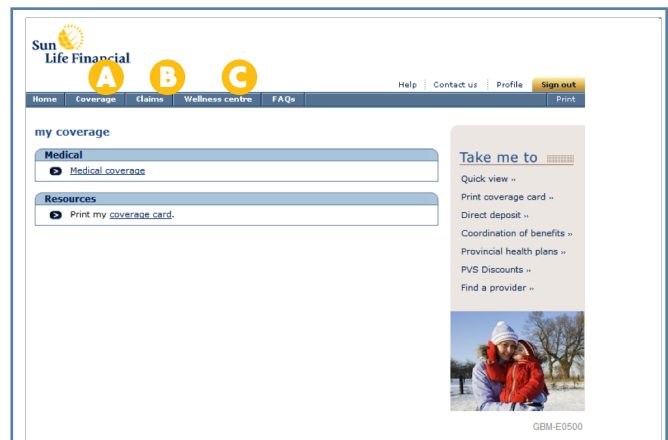
- Get details of your medical coverage

B CLAIMS

- Print personalized claim forms
- View a claim statement
- View most recent claims payment
- View claims history

C WELLNESS CENTRE

- Complete your Wellness Assessment
- Create and store your Personal Health Record
- Visit the Health and Medication Libraries to search for information
- Get help navigating the Canadian health care system



Your guide to mysunlife.ca

The screenshot shows the Sun Life Financial website interface. At the top, there is a navigation bar with links for Home, Coverage, Claims, Wellness centre, FAQs, Help, Contact us, Secure messages, Profile, and Sign out. The main heading is 'Direct deposit'. Below this, there are three sections: 'Register', 'Review your banking information', and 'Review your e-mail address'. The 'Register' section lists benefits of registration and has a 'register' button. The 'Review your banking information' section includes a table with banking details and an 'update' button. The 'Review your e-mail address' section has a text input field with an email address and an 'update' button.

Contract	Institution	Transit	Account
050150 (Medical/Dental)	XYZ BANK 505 KING ST FREDERICTON, NB E3B 1E7	01234	1234567

Direct deposit

Do you want to receive quicker payments for your health claims? Sign up for direct deposit. You can also register for our paperless claim statements.

It's easy, fast and environmentally friendly! Here's how to register:

- Select **Direct deposit** under "Take me to:" (on the right side of the screen)
- Select **register**
- Validate the email address provided by responding to an email that is automatically sent to you

If you need paper copies of your claim statement to send to your spouse's plan to coordinate benefits or want paper copies for your records, you can easily print your claim statements from the website.

The screenshot shows the Sun Life Financial website interface. At the top, there is a navigation bar with links for Home, Coverage, Claims, Wellness centre, FAQs, Help, Contact us, Secure messages, Profile, and Sign out. The main heading is 'Coordination of benefits'. Below this, there is a paragraph of text explaining coordination of benefits. A table shows contract information with an 'update' button. At the bottom, there is a link to learn more about coordination of benefits.

Contract: 050150 (Medical) My spouse has additional FAMILY medical coverage

Coordination of benefits (COB)

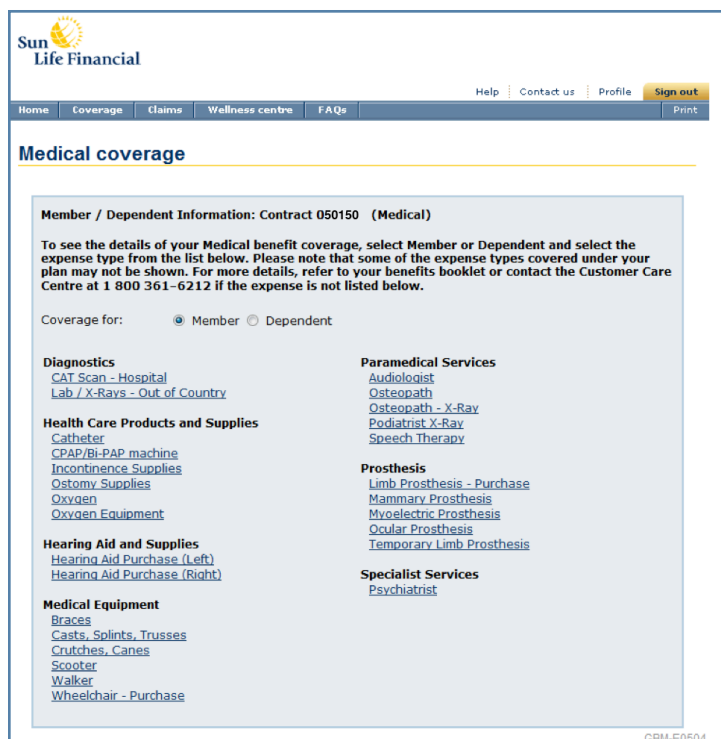
To check current COB information:

- Select **Coordination of benefits** under "Take me to:" (on the right side of the screen)

To update your current COB information:

- Select **Coordination of benefits** under "Take me to:" (on right side of the screen)
- Select **update**
- Select the statement that applies to your spouse's coverage under each contract number
- Select **update now** when done

Your guide to mysunlife.ca



The screenshot shows the Sun Life Financial website interface. At the top, there is a navigation bar with links for Home, Coverage, Claims, Wellness centre, FAQs, Help, Contact us, Profile, and Sign out. The main content area is titled "Medical coverage" and contains a section for "Member / Dependent Information: Contract 050150 (Medical)". Below this, there is a paragraph explaining how to view medical benefit coverage details. A "Coverage for:" section has radio buttons for "Member" (selected) and "Dependent". There are four columns of links for different categories: Diagnostics, Health Care Products and Supplies, Hearing Aid and Supplies, Medical Equipment, Paramedical Services, Prosthesis, and Specialist Services. A small reference code "GBM-E0504" is visible at the bottom right of the screenshot.

Coverage

The Coverage section gives you quick and easy access to information about the coverage available for you and your dependents under your medical plan.

To see your coverage details:

- Select **Medical** from “Coverage” on the blue menu bar
- Select whom the inquiry is for (member or dependent)
- Select the expense you would like information about
- Select **your claims** to view a list of the claims you and your dependents have submitted for that expense (located under “Limits” for medical expenses)

(Note: Some coverage information may not be available. Please refer to your benefits booklet for details.)



my Sun Life Mobile

Fast and easy access, wherever you go ▶



Download the mobile app

For fast and easy access wherever you go, either download the mobile app for your Blackberry or iPhone or go to **m.mysunlife.ca** on your web enabled smartphone. The app will allow you to view claims from your phone and view/carry your coverage card.

Prior to using the mobile app and the mobile enabled website, you will need to register online at **www.mysunlife.ca**.

Your guide to mysunlife.ca

Medical claim summary

If you require claims information for your record, for tax reporting purposes or to send to another carrier for Coordination of Benefits, please use the Recent claims under the Claims menu above.

What is the time period of the Medical claims you want to see?

From: To:
dd/mm/yyyy dd/mm/yyyy

Would you like to see your expenses by Date Paid or Service Date

Note: Date Paid shows the expenses that were paid within the specified dates. Service Date shows the expenses that were incurred within the specified service dates.

[view summary](#)

GBM-E0700

You are on a Sun Life Financial website.
Please refer to the [legal](#), [privacy](#) and [security](#) pages for information on the use of this site.
Any changes you make on this site may affect information about your particular plan, offered by Sun Life Assurance Company of Canada.

Claim summary

To view a claim summary:

- Select **Medical claim summary** from “Claims” on the blue menu bar
- Specify the period you would like to review
- Select **view summary**

*available if you are covered under the Comprehensive Plan.

Contact Us

Secure message

As part of our commitment to protecting your information, the secure message page is only active for 18 minutes from the time you open it. After that you will automatically be signed out.

If you need more time, you can compose your message using any word processor, copy the text into this page and then send it.

From: RANDY DOE
To: Customer Service
Regarding: Group Claims Information - Contract 050150
Subject:

Your message:

Please sign in and check your Secure message centre for our response to your question as it will not be e-mailed to you directly for security reasons.

Would you like to be notified by e-mail when we respond to your question or comment?

Yes No

If yes, please enter an e-mail address below or ensure the one shown is correct.

[Cancel](#) [Send](#)

Secure messages

To send us a confidential and secure message through our website:

- Select **Secure message** at the top of the menu
- A new browser window will open
- Select **Create new message**
- Select a category for your question from the drop-down menu
- Select the **Secure message** link
- Type your question into the **Your message** box
- If you would like an email notification when we have responded to you, select **Yes** (an email address will be required)
- Select **Send** to send us the message securely

Questions?

For questions about any of the features described here or how to access **my Sun Life**, just call our Customer Care Centre, at 1-866-500-UHIP (8447), from 8 a.m. to 8 p.m. ET, Monday to Friday.