

Sun Life Plan Sponsor Contact List

for SunAdvantage cases with 3-49 Members



Group Client Services

Client Service Specialist

Responsible for:

- Assistance for plan sponsor services site
- Member additions/changes/terminations
- All eligibility issues
- Member premium adjustment

Phone: 1-877-786-7227

Ext: _____

Fax: 1-877-823-6605

Email: _____

Billing Administrator

Responsible for:

- Payment arrangements
- Updating company banking information

Phone: _____

Email: _____

Billing Address:

Courier Address:

Sun Life
Group Client Services
1155 rue Metcalfe suite 1024
Montreal QC H3B 2V9

Mailing Address:

Sun Life Assurance Company of Canada
Group Client Services
P.O. Box 11010 Stn CV
Montreal, QC H3C 4T9



Client Care Centre

**Client Relations
Representatives team**

* Dedicated line for advisors and plan sponsors only

Responsible for:

- Health and dental eligibility inquiries
- Health and dental claims inquiries

1-866-606-8936

crcspec@sunlife.com

8am - 5pm EST

Client Care Centre

* Dedicated line for plan members only

Responsible for:

- Health and dental eligibility inquiries
- Health and dental claim inquiries
- Website assistance (members wishing to register can visit **mysunlife.ca**)

1-800-361-6212

8am - 8pm EST

Health & Dental Claims

Use **mysunlife.ca** or **My Sun Life mobile app**

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Group Medical Underwriting

Mailing Address:

Sun Life
Group Medical Underwriting
Private & Confidential
227 King Street South
PO Box 578, STN. Waterloo
Waterloo, ON N2J 4B8

Responsible for:

- Plan Members Health Statement
- Corresponding with members directly
- Responding to status inquiries

Phone: 1-866-882-0884**Fax: 1-877-897-6605****medicaluw@sunlife.com**

Claims

Group Disability Claims**Toll Free: 1-866-246-4153****Fax: 1-866-209-7215****disabilityclaims@sunlife.com****Group Life and AD&D Claims****1-800-361-2128****grlif@sunlife.com****Critical Illness Claims****Phone: 1-800-669-7921****Fax: 1-855-233-9880****A&AClaims@sunlife.com**

Group Conversions

[Visit our website](#)

Phone: 1-877-893-9893

Group Retirement Services

Client Services team**1-833-292-5400****Sunnet25@sunlife.com**

Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada,
a member of the Sun Life group of companies. BD9792-E 12-23 mw-na