

Changes to handling plan members' banking and email information

July 2012

On August 13, 2012, we're making some changes to the way plan members' banking and email information are added and updated on Sun Life's systems.

What's changing?

Banking and email fields are being added to our Group Benefits Administration on Plan Sponsor Services.

Group Benefits Administration (GBA)

Banking and email fields will now be included on the Add, Update and Reinstate screens. They will be blank initially.

- If your plan members have updated their banking information on www.mysunlife.ca, you cannot make any updates to this information. You can only add and update the information if it is not already on Sun Life's systems.
 - Once the banking information is added, plan members are expected to maintain it on www.mysunlife.ca.
 - This ensures that any changes plan members make to their banking information on www.mysunlife.ca will not be overwritten.

Important to note:

Banking and email information that the plan member provides on www.mysunlife.ca cannot be replaced by updates from the plan sponsor.