

FastForward Claims Solutions

TAKE THE 'PAPER' OUT OF PAPER CLAIMS

For plan members:

Sun Life's innovative new claims processing technology, **FastForward Claims Solutions**, allows plan members who submit paper health and dental claims to have their claims processed more quickly, accurately and efficiently. When received, claims are registered promptly in our system through scanning technology. Then the adjudication and payment process becomes virtually paperless. Coming soon, plan members will be able to track their own claims throughout the process either online or via their mobile phone – so they won't need to contact the Customer Care Centre to check on their claims status.

For plan sponsors:

Plan sponsors will have more satisfied plan members as claims will be processed more quickly and with reduced errors that could otherwise cause issues, delays and involvement of the organization's Admin/HR departments. **FastForward Claims Solutions** combines the use of several technologies like Optical Character Recognition (OCR) imaging and data lift capability. This illustrates Sun Life's commitment to invest in innovation that better serves our clients. It strengthens our brand promise to plan sponsors by providing the best service experiences available in the industry.

Life's brighter under the sun



Features	Advantages	Benefits
Automatic imaging/data lift capability	Ability to process claims more quickly and efficiently, with fewer errors with a combination of technology working together	Members' claims processing experiences will be more positive as there will be reduced need to contact Customer Care Centre for status tracking
Ability to better match claims processing capacity with claims volumes	Provides an increased capacity for our claims operations to help smooth peak periods and volume fluctuations	Can provide better turnaround times during peak periods since work is virtual and done by leveraging the best talent across Sun Life locations and through work-from-home situations
FastForward allows for future innovation	Technological infrastructure allows capacity for additional systems and add-on features in the near future	Sponsors and members will benefit from increased service enhancements and efficiency making for a greater customer experience
Combined technology unmatched in industry	Other Canadian insurers cannot, or are not leveraging this type of technology solution set	Differentiates Sun Life as a leading-edge market leader with ability to bring value add to our clients
Virtualization of claims operations	Less paper flow in transit; reduced use of resources – so reduced carbon footprint	Enhances claims processing operations; more efficient with less chance of misplaced claims shows commitment to environmental sustainability
Enhanced fraud detection capabilities	FastForward allows for greater claims controls and is easier to capture information digitally from the claim form and receipts	Additional fraud control has potential to help sponsors contain costs (insurance premiums will not have added burden of covering loss due to fraud)

Why Sun Life?

Sun Life Financial offers our plan sponsors and plan members a leading edge technology innovation that can significantly enhance our clients' claims processing experiences. *FastForward* Claims Solution is 'changing the game' as it relates to the processing of paper health and dental claims – we believe that other insurance carriers currently do not provide this level of claims innovation. We offer quality innovation while doing business in a way that our clients prefer and as a result help to make “life brighter under the sun” for them.

For more information, please speak to your Sun Life group benefits representative.

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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