

New addresses for health and dental paper claims

Sun Life is modifying its claims payment process to provide faster and more accurate service. To help serve your plan members better, we have implemented an innovative claims processing technology that uses data-lift scanning and imaging.

We now have two scanning centres that use our *FastForward*[™] claims processing technology – which also helps with better tracking of the claims your members submit.

What does this mean for plan members?

Effective immediately, health and dental claims should no longer be sent to Sun Life's Ottawa office. Instead, plan members are asked to redirect their paper health and dental claims submissions and all other correspondence to one of the two paper claims scanning locations listed below:

Waterloo	Montreal
Postal mail address - Waterloo Sun Life Financial PO Box 2010 Stn. Waterloo Waterloo, ON N2J 0A6	Postal mail address – Montreal Sun Life Financial P.O. Box 11658, Stn. CV* Montreal, PQ H3C 6C1 * Please note new P.O. Box number
Courier shipment address - Waterloo Sun Life Financial Digital Mail Services 300C21 227 King Street South Waterloo, ON N2J 1R2	Courier shipment address – Montreal Sun Life Financial 1155 Metcalfe Street Montreal, PQ H3B 2V9

We have updated our standard claim forms with this new information. In the meantime, please distribute this [plan member communication](#) to your employees, which summarizes the changes outlined above.

We know that some clients currently have custom claim forms. We will contact those clients shortly to discuss how to update their forms. In the meantime, please continue to use your existing forms.

To make the transition as easy as possible for you and your members, all postal mail received at the Ottawa office or old Montreal P.O. Box will be redirected to Waterloo or Montreal for an extended period of time.

Courier address

If you're sending items via courier, please use the courier shipment addresses as indicated in the above chart.

Remember e-claim option

Our new claims processing technology provides speed and accuracy for paper claims. In 2010, we processed more than 1.4 million health and dental claims electronically – with instant adjudication for plan members. With no paper, no mailing and no waiting, e-claims are a preferred option for thousands of plan members and sponsors. For your convenience, and for money in the bank faster for your plan members, please consider using e-claims.

Questions?

Please contact your Sun Life Financial group representative.

Questions?

Please contact your Sun Life Financial group benefits representative.