

Possible strike at Canada Post

As reported in the news, there is a threat of strike action by Canada Post workers. The earliest date the strike could start is May 25th and strikers are obliged to give 72 hours prior notice. If negotiations continue past this date, the strike could occur later, but always with 72 hours notice.

Service to our clients is our top priority. Sun Life is well positioned to support continued claims payment with our industry-leading e-claims capabilities.

Plans with e-claims enabled:

Plan members who have registered can avoid delays by using our convenient e-claims tool. They can visit mysunlife.ca to submit many claims on-line. This is a fast and convenient process that electronically deposits payments within 24-48 hours.

To help enable your members who are not already registered for e-claims, simply fill the pre-formatted Excel file (under the attachments tab in Adobe Acrobat) and send it to your Group Benefits service representative.

In addition, your plan members who are not registered will be able to obtain access IDs through the Customer Care Centre (1-800-361-6212) and generate their own passwords through the mysunlife.ca website.

Short Term Disability and Long Term Disability payments

Members who are receiving STD or LTD payments via mail can switch to EFT by faxing their banking details to the following Sun Life Financial Disability offices: 1-866-639-7846 if they are in the Atlantic provinces, Quebec or Ottawa and 1-866-209-7215 for all other provinces or territories. Click [here](#) for more detailed information.

A message for you to pass on to your plan members is [attached](#).

You can monitor the latest strike news on www.infopost.ca

We will contact you with further information as the situation develops.

Questions?

Contact your Group Benefits representative for more information.