

# We listened to **your feedback**

November 29, 2012

## You told us that our process for claims notifications needs improvement

We heard you and we are making it better.

Today, when you submit a claim, you receive notification once it has been processed. Your feedback has told us that we can improve this experience by keeping you better informed from the time your claim has been received until it has been processed.

To give you a better service experience, we are making some changes to our claim notifications. This includes sending additional notifications to you - if you have an email address on file.

### What's changing?

- New notification emails are being added to inform you of the status of your claim as it is being handled (ex. claim received, claim processed, claim audited)
- If you have an email address on file (regardless if you are registered for [mysunlife.ca](http://mysunlife.ca) or not), you will receive these new notifications when you submit any medical or dental claim (paper or e-claim)
- All claim notification emails will direct you to sign in and see your claim details as well as provide you with website details

### Go paperless!

You told us that your number one need is for claim submission and payment to be fast and easy. Why spend valuable time filling out a claim form, mailing it in and waiting for your cheque to arrive in the mail? Sign in to [www.mysunlife.ca](http://www.mysunlife.ca), register for direct deposit. You can submit most of your claims online and get your money back; typically within 48 hours. Save your time, get your money in the bank a lot faster, and help the environment – all at the same time! And by providing your e-mail address, you'll be kept better informed too.

### Navigating [mysunlife.ca](http://mysunlife.ca) has never been easier!

Check out our online plan member e-tutorials that walk you through some of the key features of using the website, including how to register if you haven't already. Go to [www.sunlife.ca/mybenefitsonline](http://www.sunlife.ca/mybenefitsonline) to learn more.

### Questions?

If you have any questions, please contact the Customer Care Centre at 1-800-361-6212.