

Advisor edition

Exciting times! We're enhancing the digital plan member experience

At Sun Life we know how important benefits are to an employee's Total Rewards compensation package. Like you and your clients, we're focused on making plan members happy and making it faster, easier and more convenient for them to manage their benefits and investment plans online and on the go.

2017 will see exciting changes to both the **my Sun Life Mobile** app and **mysunlife.ca** – all providing a better user experience and making it easier for plan members to manage their plans. The table below highlights some of the first enhancements coming soon for plan members. We'll share more details in the next few months.

my Sun Life Mobile app	mysunlife.ca
<ul style="list-style-type: none">• Improved mobile experience, making it faster and easier for plan members to find the information they need• Access to the Travel card through Apple® Wallet (for iPhone® users)• Fingerprint available for Android™ users• Ability for plan members to rate paramedical providers on behalf of themselves and their dependents when submitting e-claims• Vision and dental providers added to the Provider Search feature• PLUS an industry-first: Joint plan members will be able to direct paramedical reimbursements to their bank account <i>or</i> their RRSP. It's a great new way to help these plan members save for retirement!	<ul style="list-style-type: none">• A mobile-responsive redesign of the home page on the Plan Member Services website, mysunlife.ca:<ul style="list-style-type: none">• organizing content better (including making the most-often used online feature most prominent)• providing new messaging zones for better targeting• creating a consistent look and feel across channels• Ability for plan members to rate paramedical providers on behalf of themselves and their dependents when submitting e-claims• Provider Search feature available on mysunlife.ca (including the addition of vision and dental providers)

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First up: A redesigned my Sun Life Mobile app

While the my Sun Life Mobile app is already the highest-rated group insurance app in Canada, this redesign will make it even easier and quicker for plan members to find the information they need, increasing their satisfaction with the app. Along with a new, clean look, changes include:

- Enhanced menus to move quickly to the most used information
- A notification icon to make important messages prominent
- Quick view claims status (showing claims completed and in process)
- One quick swipe for plan members with both GB and GRS plans at Sun Life to switch between their benefits and investments

A Focus Update will go to plan sponsors on Thursday, March 16. We'll be promoting these enhancements to plan members online over the coming months. In the meantime, take a look at the attached [video](#), which provides an overview of key features available on the app. Please feel free to share it with your clients as well.

Stay tuned for more details about these enhancements through the year as we continue to focus on making it easier for your clients and plan members to do business with us.

Questions?

Please contact your Sun Life Financial group benefits representative.

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