

# Sun Life locations for drop-off and courier delivery



For items that can't be submitted digitally to Sun Life, you may drop off mail at any of these major Sun Life locations. You may also send us packages by courier, **provided the courier fees are paid by the sender**. See below for a full address list of SLF locations that accept mail directly.

Address	Telephone	Hours
<b>Montréal:</b> 1155 Metcalfe St., Montréal QC H3B 2V9 SLF Reception ground floor	(514) 866-6411	7:00 a.m. – 4:30 p.m. (Mailroom) 8:00 a.m. – 5:00 p.m. (Reception)
<b>Montréal:</b> 5445 Avenue De Gaspé, Suite 1100, Montréal QC H2T 3B2	(514) 866-6411	7:30 a.m. – 3:30 p.m. (Mailroom)
<b>Ottawa Preston:</b> 333 Preston St, Suite 300, Ottawa ON K1S 5N4 SLF Reception 3rd floor	(613) 560-7888	8:00 a.m. – 4:00 p.m. (Reception)
<b>Toronto Atria:</b> 2255 Sheppard Ave East, Toronto, ON M2J 4Y1 Reception Ground floor	416) 496-4500	8:30 a.m. – 4:30 p.m. (Mailroom) 8:00 a.m. – 4:00 p.m. (Reception)
<b>Toronto One York:</b> 1 York St, Toronto ON M5J 0B6 SLF Reception 35th floor	(416) 408-7603	8:30 a.m. – 4:30 p.m. (Mailroom) 8:00 a.m. – 5:00 p.m. (Reception)
<b>Waterloo King:</b> 227 King Street South, Waterloo ON N2J 1R2 Reception Ground floor	(519) 888-3900	7:00 a.m. – 4:30 p.m. (Mailroom) 7:30 a.m. – 4:30 p.m. (Reception)
<b>Edmonton:</b> 10123-99th Street, Suite 900, Edmonton, AB T5J 3H1	(780) 441-4490	8:00 a.m. – 4:00 p.m.
<b>Vancouver:</b> 1140 West Pender St, Suite 1160 Vancouver, BC V6E 4G1	(604) 895-5434	8:30 a.m. – 4:30 p.m.
<b>Calgary:</b> 140 4th Avenue S.W. Suite 1200, Calgary AB T2P 3N3	(403) 294-7374	8:30 am – 4:30 p.m.

Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies.

During an interruption in postal services, some forms can be submitted to Sun Life by fax and/or email.

#### **Submitting Life claims**

- Life claims can be submitted by email at [GRLIF@sunlife.com](mailto:GRLIF@sunlife.com).
- They can also be submitted by fax: **1-855-774-1859**

#### **Submitting new short-term disability (STD) or long-term disability (LTD) claims\*, and setting up STD or LTD electric funds transfer (EFT) payments**

- **Sun Advantage** plan members can fax their new STD claims, new LTD claims and/or banking details to the following Sun Life offices:
  - If they live in the Atlantic provinces, Quebec or Ottawa: **1-866-639-7846**
  - For all other provinces or territories: **1-866-209-7215**.
- **All other** plan members can fax their new STD claims, new LTD claims and/or banking details to the following Sun Life offices:
  - Halifax: **1-855-774-1859**
  - Toronto: **1-855-774-1859**
  - Kitchener-Waterloo: **1-855-774-1859**
  - Edmonton: **1-855-774-1859**
  - Vancouver: **1-855-774-1859**

\* If mobile submission is not available under the plan, STD and LTD claims and physician information can be submitted by fax.

#### **Submitting Evidence of Insurability (EOI) documentation**

- EOI documentation can be submitted by fax:
  - Waterloo: **1-877-897-6605**
  - Montreal: **1-877-897-5519**