



Bright Promise

our Group Benefits Service Guarantee.

Your Clients' needs are our focus. We provide Clients with the Best in Health through proactive, exceptional, and personalized service to meet their service requirements. Our **Bright Promise Service Guarantee** strengthens this commitment.

Service first

The group benefits plan you build for your Clients reflects how you understand their needs and opportunities. Our service-first mindset allows us to put relevant and innovative solutions, tailored to your Clients, into action.

How it works

We'll contact your Client annually asking for their reflections on the service received over the past year. We are confident in our outstanding service. All we ask for is feedback if we've fallen short, so that we can improve our service. It's that simple.

If the service standards based on your Clients' needs aren't met, they receive compensation* under the guarantee within five business days.

We remain the only carrier offering this type of guarantee in the market today. We are confident we can help your business thrive.

To find out more about our Bright Promise Service Guarantee, talk to your Sun Life group benefits representative.

*Maximum compensation of \$10 per member to a maximum of \$40,000 applies.



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. GB1015 06-24 ds-na

