

DID YOU KNOW

Delivering the Best in Health

Your Clients need a trusted health solutions partner they can rely on. We're here to help.

Through exceptional personalized service, inclusive, value-driven health solutions, and ahead-of-the-curve insights, we continuously evolve to bring your Clients the Best in Health.

Exceptional personalized service

Through innovation and foundational improvements, we provide an exceptional Client-centric experience from day one for our Clients and their plan members.

Strength in numbers:



9/10

plan sponsors are either likely or extremely likely to recommend Sun Life.¹

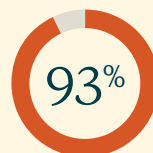


936,000 connections

between Canadians and health-care providers using Lumino Provider Search.²



The turnaround time for **95%** of claims is 2 business days.³



93% of plan members say claims payments met their needs on the first submission.⁴

Value-driven health solutions

Supporting your Clients means providing effective, sustainable health solutions that support a diverse employee base.



Support for mental health

Sun Life's virtual care programs are provided by Dialogue. They're designed to improve the physical well-being and mental health of plan members.

These virtual health services are available when they're needed most. Concerns are quickly assessed, and plan members are connected to the right health-care provider or professional.



Improving disability outcomes

Our personalized case management approach means we deliver the right early-stage resources for plan members who need them most. From our full-time, in-house mental health registered clinicians, to our partnerships with health-care supports like Medical Confidence, we're helping plan members on leave get the right treatment plan and connect to care, faster.



Creating more inclusive benefits offerings

Our solutions help Clients diversify their benefits offering and address the unique health needs of their workforce.*

Family building supports those with surrogate, fertility, and adoption expenses in their growing family.

Coverage for **women's health** needs and services like:

- hormone replacement therapy,
- maternity services, and
- access to alternative treatments like plant-based estrogen and progesterone creams.

Indigenous health services are helping to provide coverage for culturally relevant care options.

Our **Gender affirmation coverage** helps gender-diverse plan members through their transition journey.

* Not all services are available to SunAdvantage Clients. Please check with your Sun Life Group Benefits Representative.

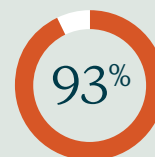
Strength in numbers:



For plan members who met with a Mental Health Coach, we found **50%** fewer claims transitioned to long-term disability.⁵



Our Lumino Health Virtual Care platform has saved over **190,000** hours of absenteeism.⁶



Over **93%** of participants who used Medical Confidence for health-care navigation said they would recommend the service to others.⁷



The response time for therapeutic improvements using Lumino Health Virtual Care's Stress Management and Well-Being program was

30 days

for depression⁸ and

31 days

for anxiety⁹ in 2022.

Ahead-of-the-curve health insights

Through thought leadership we can help your Clients prepare for, and adapt to, a changing health landscape. Here are some of our exciting resources and research that can help organizations in these changing times.



Diversity, equity, and inclusion (DE&I) Workplace Benefits Product Playbook

The playbook helps Clients understand how to diversify their benefits offering. It also helps them identify opportunities for improvement based on the unique needs of their organization.



Mental health and Musculoskeletal strategy toolkits

The toolkits help Clients improve the mental and physical health in their workforces with practical guides to develop health strategies.



Designed for Health reports

The reports provide a thorough analysis of group benefits trends and insights by employer size, industry, geography, and employee demographics.



Bright Paper reports

The reports explore the latest trends in group benefits. They include research and thoughtful analysis that can help Clients make better decisions to support plan member health. Some of our recent reports include Women's Health, Supporting caregivers and more.

¹ 2022 Customer Experience Survey. Percentage of plan sponsors who responded, "definitely will" or "probably will" recommend Sun Life.

² Sun Life data, 2022

³ Sun Life data, 2022

⁴ Sun Life data, 2022

⁵ Sun Life pilot data from May 2021 to November 2021. Experience may vary by plan sponsor. Preliminary data.

⁶ Based on employees' self-reported average time savings away from work of 3.7 hours per virtual care session. Total savings figure is based on 50,000 sessions.

⁷ Sun Life data, 2022

⁸ Response to therapy is defined as a 40% improvement in PHQ-9 for patients with moderate or severe symptoms of depression as measured by the Patient Health Questionnaire 9 (PHQ9). Results from Dialogue of Sun Life block of business for 2022.

⁹ Response to therapy is defined as a 40% improvement in GAD-7 for patients with moderate or severe symptoms of anxiety as measured by the Generalized Anxiety Disorder-7 (GAD7) questionnaire. Results from Dialogue of Sun Life block of business for 2022.

Life's brighter under the sun