

# Get reimbursed faster by submitting your claims online

Here's some information to help you submit most of your claims electronically.



To submit claims using our website, sign in to [mysunlife.ca](https://mysunlife.ca) with your Sign-in ID and password.

1. Navigate to **Benefits section** and select **Submit a claim**. If you belong to more than one plan, you may need to select your plan first.
2. Select the type of claim you're submitting.
3. Complete, update or verify your personal information.
4. After agreeing to the terms and conditions, let us know who the claim is for, and if you're claiming for a remaining balance not covered by another plan (Coordination of Benefits/COB).
5. Using your receipt, answer the questions about your claim. If you're adding a new provider, select **new provider** or **Add new provider**. This can be found in the drop down under **Provider**.
6. Continue to follow the steps until you receive a claim confirmation.

You can also download the **my Sun Life (Canada) app** on any Apple or Android mobile device. Sign in using the same Sign-in ID and password that you use for [mysunlife.ca](https://mysunlife.ca). If you haven't provided us with your banking information, you'll need to do so through [mysunlife.ca](https://mysunlife.ca) first.



To submit a claim using our mobile app:

1. Select **Benefits**.
2. Select **Submit a claim**.
3. Select the type of claim you want to submit.
4. Select who the claim is for and if you're claiming for a remaining balance not covered by another plan (COB).
5. If you haven't submitted a claim from this provider before, you'll need to add their details. This information should be on your receipt.
6. Select the type of expense, the service date, and the amount you're claiming. If you can't find the expense you're claiming for, select **other** and select **Add photo** to upload your receipt.
7. Continue to follow the steps until you receive a claim confirmation.

That's it! There's no need to send us a copy of your receipts unless we ask for them. Please hold onto your receipts for 12 months.

We'll let you know once your claim is complete. Please allow up to 1-2 business days for the payment to show up in your account.

For more information about your plan or to chat with us, sign in to [mysunlife.ca](https://mysunlife.ca).