

Sun Life Plan Sponsor Contact List

for SunAdvantage cases with 3-49 Members



Group Client Services

Client Service Specialist

Responsible for:

- Assistance for plan sponsor services site
- Member additions/changes/terminations
- All eligibility issues
- Member premium adjustment

Phone: 1-877-786-7227

Ext: _____

Fax: 1-877-786-7227

Email: _____

Billing Administrator

Responsible for:

- Payment arrangements
- Updating company banking information

Phone: _____

Email: _____

Billing Address:

Courier Address:

Sun Life
Group Client Services
5445 Ave de Gaspé, 11th floor
Montreal QC H2T 3B2

Mailing Address:

Sun Life Assurance Company of Canada
Group Client Services
P.O. Box 11010 Stn CV
Montreal, QC H3C 4T9



Client Care Centre

**Client Relations
Representatives team**

* Dedicated line for advisors and plan sponsors only

Responsible for:

- Health and dental eligibility inquiries
- Health and dental claims inquiries

1-866-606-8936

crcspec@sunlife.com

8am - 5pm EST

Client Care Centre

* Dedicated line for plan members only

Responsible for:

- Health and dental eligibility inquiries
- Health and dental claim inquiries
- Website assistance (members wishing to register can visit mysunlife.ca)

1-800-361-6212

8am - 8pm EST

Health & Dental Claims

Use mysunlife.ca or **My Sun Life mobile app**

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Group Medical Underwriting

Mailing Address:

Sun Life
Group Medical Underwriting
Private & Confidential
227 King Street South
PO Box 578, STN. Waterloo
Waterloo, ON N2J 4B8

Responsible for:

- Plan Members Health Statement
- Corresponding with members directly
- Responding to status inquiries

Phone: 1-866-882-0884

Fax: 1-877-897-6605

medicaluw@sunlife.com



Claims

Group Disability Claims

Toll Free: 1-866-246-4153

Fax: 1-866-209-7215

disabilityclaims@sunlife.com

Group Life and AD&D Claims

1-800-361-2128

grlif@sunlife.com

Critical Illness Claims

Phone: 1-800-669-7921

Fax: 1-855-233-9880

A&Aclaims@sunlife.com



Group Conversions

[Visit our website](#)

Phone: 1-877-893-9893



Group Retirement Services

Client Services team

1-833-292-5400

Sunnet25@sunlife.com

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. BD9792-E 03-23 mw-cc