

Sun Life Plan Sponsor Contact List

for SunAdvantage cases with 3-49 Members

GROUP CLIENT SERVICES

Client Service Administrator

Responsible for:

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

Phone: 1-877-786-7227

Email: SBB.East@sunlife.com

(Quebec, Ottawa & Atlantic provinces)

SBB.Central@sunlife.com

(Ontario)

SBB.West@sunlife.com

(Western Region & Thunder bay)

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**

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

Phone

[Visit our website](#)

1-877-893-9893

GROUP RETIREMENT SERVICES

Client Services team

1-833-292-5400

Sunnet25@sunlife.com