

Understanding My Coverage



February 18, 2021

Introducing Chatbot – an exciting new feature to enhance your online experience and save you time

We're excited to announce that we're launching Chatbot! With Chatbot, you'll be able to chat live with a virtual agent, to get information you need, when you need it.

What is Chatbot?

Chatbot is a software application that we've programmed to communicate with you in the Click to Chat environment of **mysunlife.ca**. It can also connect you with a live agent at any time during your chat. Just type your request in the chat window and we'll connect you to the first available agent.

What else can Chatbot do?

Using Chatbot, you'll get answers to your questions right away. You'll no longer have to wait in a queue for answers to simple questions. This includes questions about:

- paramedical and vision e-claims,
- how to update mail and email addresses, banking information, plus where to add and rate providers,
- how to find a claim form,
- where to find a Pay Direct Drug card and Travel Card,
- coordination of benefits (COB) questions related to e-claims, and
- Sun Life's hours of operation and contact information.

Over time, we'll teach Chatbot how to answer even more of your questions. This includes questions about your plan coverage and claims information.

When will you get Chatbot?

Stay tuned. We'll send you an update when Chatbot is scheduled to go live at your workplace.

How can you get started?

To get started, follow these quick and easy steps:

1. Sign-in to mysunlife.ca.
2. Click Contact us, or Chat live now to get to Chatbot.

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies.



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3. When you receive a virtual agent greeting, type your question in the dialogue box.
4. Follow the instructions provided to find what you're looking for.

Other important information

Our chat hours will remain Monday to Friday, from 9:00 a.m. to 5:30 p.m. ET.

Questions? We're here to help.

Please call us at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.

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