

# Just ask Alexa:

## Eligible plan members can manage their benefits by voice

One-third of Canadian households<sup>1</sup> now own smartspeakers that deliver voice services like Alexa.<sup>2</sup> That puts their benefits even closer.

### Voice commands make it easy to manage benefits

Sun Life regularly adds to the ways plan members can manage their benefits through Alexa.

As well as hearing about balances for their Health Spending Account (HSA) and/or Personal Spending Account (PSA), plan members can now get recent claim status reminders and more.



#### Submit a claim

- For massage, chiropractic, physiotherapy and psychologist services.
- Have Alexa ask them about the basic information we need for the claim. And Alexa will enter it.



#### Claims status

- Check medical and dental claims for the past 30 days.
- Ask whether a claim is under review or complete.
- Check the payment amount.



#### Provider search

- Find doctors, dentists, paramedical practitioners, including virtual care providers.
- Get location, ratings and cost ranges via a text message.
- Request or book an appointment.
- Receive articles relating to the provider type or service searched.



#### Health check-in

- Alexa asks a few questions. Then directs the plan member to a free resource on **sunlife.ca** or Mental Health Coach, if signed up for this service.



#### Coverage details

- Check balances, deductibles, limits and percentage covered for themselves and their family members.
- Find out when they're eligible for their next visit.



#### Investment performance

- Available if they have a Sun Life workplace savings plan.
- Hear investment account updates.
- Check rates of return.

### Eligible plan members can use their Alexa device, Alexa mobile app or the my Sun Life Mobile app

It's as simple as saying "Alexa, open Sun Life" to get started.

They can find all the information they need to connect with Alexa at **sunlife.ca**.

Availability depends on plan rules and restrictions.

Contact your group benefits representative to find out more or arrange to add Alexa today.

<sup>1</sup> [https://mtm-otm.ca/\\_files/PressRelease/2020-06-18-en.pdf](https://mtm-otm.ca/_files/PressRelease/2020-06-18-en.pdf)

<sup>2</sup> Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc., or its affiliates.