

Apple's Touch ID coming to my Sun Life Mobile

In early February, plan members who have an iPhone will be able to use Touch ID to access their account easier and faster.

What is Touch ID and is it secure?

Touch ID is Apple's fingerprint recognition technology that allows users of Apple devices to unlock their devices by touching their fingerprint to the Home button. Users must first set up Touch ID within their iPhone settings and add their fingerprint, after which Touch ID will read the enrolled fingerprints on their mobile device.

Sun Life's IT Security completed a thorough assessment to confirm that the authentication process for Touch ID is secure and Apple's security measures meet our requirements.

To learn more about Touch ID features, visit the Apple site.

What's changing?

- Touch ID is available to plan members who have an iPhone 5s or higher, operating on iOS 8 or greater.
- After signing into the my Sun Life Mobile app with their access ID and password, plan members who have Touch ID enabled on their iPhone will be given the option to register for Touch ID as a new way to sign into their account.
- If they choose to register, plan members will need to accept the terms and conditions to complete the activation.
- The next time they access the my Sun Life Mobile app, plan members will be prompted to use their fingerprint to sign in.

It is important to note that Touch ID is voluntary – plan members must opt-in to use Touch ID. Plan members who prefer to continue to use their access ID and password to sign in can continue to do so.

If plan members use corporate issued iPhones and their organization has disabled the Touch ID feature for their devices, they will not be able to use Touch ID for the my Sun Life Mobile app.

Questions?

For more information, call your Sun Life representative.

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