

New Digital Benefits Assistant Experience supports members going through a plan change

Starting April 24th, Digital Benefits Assistant (DBA) will provide a new experience on mysunlife.ca to members leaving their workplace plan. This experience will complement the existing, pro-active support already available to members from our Sun Life Service Representatives.

When leaving their workplace plan, Group Benefits, Group Retirement Services and Joint members who login to mysunlife.ca will experience:

- A pop-up message highlighting how a phone call to a Sun Life Service Representative can help them determine the best rollover option(s) for their unique situation. Members receiving the message can choose to call a Sun Life Service Representative immediately, learn more, receive a reminder to learn more later, or simply say 'No thanks'.
- Members who choose to learn more will be directed to a page that includes information and FAQs about their rollover options. They can still choose to call a Sun Life Service Representative immediately or request a call at a time convenient for them.

This DBA experience will help ensure members don't miss the opportunity to choose the option(s) that will work best for them. Sponsor exclusions will be respected.

Questions?

Contact your Sun Life Financial group benefits representative.