

New online registration process is coming your way

This summer, Sun Life is launching a new registration experience on mysunlife.ca to make signing up for online accounts even easier. It has also been redesigned to be mobile responsive which means that whether your plan members sign up on their computer, their tablet, or even on their phone, the content will be easy to view and simple to navigate. As always, plan members will need to complete their registration on mysunlife.ca before they can start using the my Sun Life Mobile App.

One stop registration with immediate sign-in

If you have provided the email addresses of your plan members to Sun Life, the online registration process for your plan members will take just a few moments! Plan members can use the email address on file to verify their identity and receive their mysunlife.ca access ID immediately, instead of having to wait for it to arrive in the mail.

For those of you having both group benefits and group retirement savings plans with Sun Life, there is another option available for your plan members to register and sign-in immediately. If you have submitted plan member Social Insurance Numbers (SINs), plan members can verify their identity using the last 3 digits of their SIN on file while registering for secure access.

If you are not currently sharing your employees' email addresses with Sun Life, speak to your Sun Life Financial representative to find out how you can include this information with your member data, so that your plan members can instantaneously gain access to the mysunlife.ca website.

Getting employees connected

As part of our new online experience, all accounts are now required to have an email address attached to them. New users will be prompted to enter their email address while registering (if it wasn't already provided by you), and existing plan members may be asked to provide their email address on their next sign in. By having this information on file, plan members get the added value of:

- Faster, more effective account activity notifications
- Improved fraud protection
- Paperless options
- Timely communications and
- An easy-to-remember access ID option.

These added benefits that come with providing an email address help to enhance the plan member's experience and help to maintain a high level of security around personal information. Going forward, if we do not receive an email address from a plan member, the plan member will not gain access to mysunlife.ca.

Plan members without email addresses can still get their coverage information and make certain transaction requests through the Sun Life Customer Care Centre. Claim submissions and other transactions will also continue to be available through paper processing.

More details

Our 'Terms and Conditions' for the mysunlife.ca secure site will be updated to include this email address requirement. We have prepared a communication for you to share with your [plan members](#) about these new features.

Questions?

Contact your Sun Life Financial group benefits representative.