

## Possible postal disruption: Keeping plan members “in touch” with their benefits

This summer, there is a possibility of a disruption to postal services.

For plan members who submit claims and receive reimbursements and statements by mail, a postal disruption could mean significant delays in submitting claims, getting reimbursed and generally keeping “in touch” with their group benefits.

### mysunlife.ca provides a solution

mysunlife.ca allows plan members to submit claims, receive reimbursements (paid direct to their bank account) and check their coverage and statements any time it’s convenient for them – even if postal service is disrupted.

While many plan members are registered for mysunlife.ca, some are not or have not yet signed up for direct deposit for their reimbursements, or for paperless statements. It’s important that they do this in order to keep making the most of their group benefits plan if there’s a postal disruption.

### Notification going to plan members

Next week, we will send an email to plan members who have not registered for mysunlife.ca, direct deposit or paperless statements. The email will be sent to members for whom we have an email address on file, and will notify them of the possible interruption and provide a link to mysunlife.ca to sign up.

### What plan sponsors can do

We’ve attached a [plan member communication](#) to this update which you can send to plan members. It will reinforce the importance of taking action for those plan members who received the email, but will also reach plan members for whom we do not have email addresses.

## Questions?

Please contact your Sun Life Financial group benefits representative.