

## my Sun Life Mobile connects plan members easily and directly with our Customer Care Centre for quick access to support for their plans

This month, benefits and savings plan members who access their plans through my Sun Life Mobile will be able to easily connect with the Customer Care Centre with a new feature on the app.

If plan members have questions and need to reach Sun Life after they are logged on to the mobile app, all they need to do is click the call us button on the contact us page and they will be transferred directly to a Customer Care Centre representative. The representative will know the plan members' identity because their plan details are linked to the call – making it easier and faster to get the help they're looking for.

This feature is available for Apple, Android and BlackBerry devices. The next time Apple and Android users access the my Sun Life Mobile app, plan members will be prompted to update the app to receive the upgrade. BlackBerry users will receive an automatic upgrade. A carousel slide highlighting the new feature will display on the Apple and Android devices.

We are committed to continually improving our mobile capabilities to make it more convenient for your members to take advantage of what your plan offers.

- If you don't provide mobile access for your plan members, this is a great opportunity to make it easier for them to manage their plans.
- If you do, your plan members can go to [sunlife.ca/mobile](http://sunlife.ca/mobile) to download the app and explore the new features.

### Questions?

Please contact your Sun Life Financial Group Benefits representative.

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