

Improving mobile app capabilities a new focus of Sun Life innovation

At Sun Life, we continuously evolve to provide the best solutions for our plan sponsors and their plan members. As a result of that evolution, we will be focusing my Sun Life Mobile app support on the diverse Android ecosystem and Apple iOS platforms.

Usage statistics show that 99% of people who use our online services are using devices that support the Apple iOS or Android platforms. Given this reality, we are decommissioning our my Sun Life mobile web (m.mysunlife.ca) and BlackBerry applications. This move will allow us to make regular enhancements to our Apple iOS and Android offerings, and focus on continuously improving our capabilities where our users will benefit most from them.

What's changing?

- The my Sun Life Mobile web app (m.mysunlife.ca) and the BlackBerry version of the app will be decommissioned on November 20, 2016. Plan members who are currently using our mobile web app will be encouraged to download our native apps
- Plan members using BlackBerry devices that run BB 10 or earlier operating systems, and those who currently access the mobile web app through their smartphone's browser, will no longer be able to do so
- Members using smartphones that support Apple iOS or Android operating systems – including BlackBerrys that are running Android – are encouraged to download the my Sun Life Mobile app from the Apple App Store or the Google Play Store. Otherwise, they can use our desktop website at mysunlife.ca
- Plan members who are not able to take advantage of the Apple iOS or Android apps will continue to have complete access to their accounts and Sun Life's website functions through the desktop version of the website at mysunlife.ca

Let your plan members know

Please share this [communication](#) with your plan members to let them know about these upcoming changes.

Questions?

Contact your Sun Life Financial group benefits representative.