

UNDERSTANDING my coverage

November 3, 2016

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 members like you. 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.

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. Anyone who is currently using our mobile web app will be encouraged to download our native apps
- Individuals 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
- Those 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.
- Anyone who is 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

Questions?

Please contact the Customer Care Centre at 1-800-361-6212, Monday to Friday, 8 a.m to 8 p.m ET.