

## Extended hours for online tools now available

**ME Tool and GBA site now available until 12 A.M. ET (9 P.M. PT)**

You've told us that the hours for the Member Enrolment (ME) Tool and the Group Benefits Administration (GBA) site weren't convenient for all of you.

We've listened to your concerns, and have made a system change to allow plan members to use the ME Tool and plan sponsors to perform updates in GBA until 12 A.M. ET (9 P.M. PT) daily.

### Advising plan members of the extended hours

The extended ME Tool hours will allow plan members across Canada to enrol later in the evening hours, making it more convenient for them to manage their benefits plans. If you have posted the hours on your own intranet or published it in other communications, please remember to update the hours shown.

### Do you use the GBA site?

If you are using the administration site for your Group Benefits plan, the extra two hours of availability support you in completing daily administrative tasks. Please be aware that updates made between 10:01 P.M. ET and 12:00 A.M. ET will process when the system refreshes the following night. In other words, if a plan member is added on Monday night at 10:15 P.M. ET, the plan member's drug card access will be delayed until Wednesday morning, as it is today.

These changes are part of our goal to make it as easy as possible for you and your plan members to do business with us. Your feedback guided us in this change and we will continue to strive to improve your and your plan members' experience.

### Questions?

Please contact your Sun Life Financial group benefits representative.