



May 16, 2019

Coming soon: new functionality on the my Sun Life mobile app

Sun Life is redefining benefits with smart, accessible services that make benefit dollars work harder to help Canadians live healthier lives. New functionality has made it easier for plan members to manage their plans by providing them with direct access through self-service tools. We're also helping plan members find a financial advisor through a new section on the app.

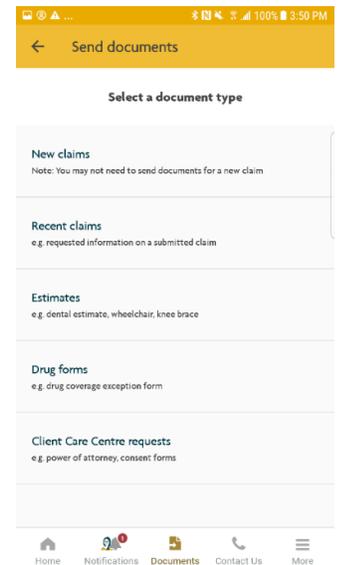
An improved plan member experience for providing claims documentation

Back in December 2018 we told you about Phase 1 of a new health and dental claims document submission process. Phase 2 is now set to launch, and it introduces a "one stop" menu from which plan members are able to submit not only different types of requested documents in support of their claims, but also medical and dental estimates.

This enhancement supports our commitment to improve the **my Sun Life mobile app** experience for our plan members and will also reduce the need for paper submissions or faxes. This new menu in the **Documents** section makes it easier for plan members to manage their claims by providing links to the various types of documents they can submit using the camera on their smartphone.

Plan members will be able to:

- Submit medical and dental estimates from both this menu and the main benefits menu.
- Submit drug forms and identify the type of drug form being submitted, e.g. Drug exception application, provincial specialty drug response form.
- Submit documents specifically requested by the Client Care Centre.

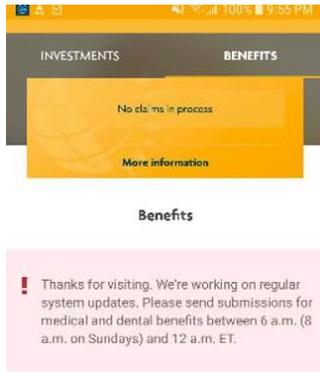


These new sections require the user to enter details and photos of the documents or forms they're submitting, which will result in a quicker response and adjudication time from us. For members sending documents in support of Recent claims, Estimates or Drug forms, these options can be accessed from two different locations on the app: either through the main page (Drug lookup for Drug form submission) or the **Documents** link on the bottom menu bar.

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.



New notification about the hours of operation for claims submissions



We've heard from plan members who have had challenges submitting claims during system updates.

To help provide a better experience, we have introduced a message that provides plan members with our hours of operation for claims and estimates submissions.

Helping plan members find a Sun Life Financial advisor for their financial needs

To help our Clients achieve lifetime financial security and live healthier lives, we have introduced a new Investment tab that will help create awareness of the products and services offered by Sun Life that can help plan members with their financial needs. Today, plan members can access a Sun Life Financial advisor through the **More** menu found on the bottom navigation bar. This new tab will make it easier for plan members to find a financial advisor who can help them develop a financial plan.

GB plan members who have bought investment products and have an existing relationship with a Sun Life Financial advisor will be directed to contact their existing advisor.

If you have previously advised your Group Benefits representative that you wish to be excluded from providing your employees with the link to Meet with a Sun Life Financial advisor through the **More** menu, this tab will not be visible to your employees.

Questions?

Contact your Sun Life Financial Group Benefits representative.



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