



December 5, 2019

More benefits plan information is now accessible through Alexa

Plan members can now ask Alexa – powered by Ella – to check coverage information or the status of a claim.

Sun Life is redefining benefits with smart, accessible services that make benefit dollars work harder, to help Canadians live healthier lives. We're making it easier for plan members to manage their health by expanding information they can access through their Amazon smart speaker or the Alexa app.

What benefits coverage details are available?

- Plan members can find information about their remaining balance, deductible, coverage limit and the percentage covered for the following providers:
 - Massage therapist, chiropractor, physiotherapist and psychologist services

What information is available about the status of a claim?

- Plan members can get a status update for medical and dental claims submitted within the last 30 days.
- The update will specify whether the claim review is complete or still in progress.
- If the claim is complete, plan members can find out when it was completed and how much they were paid.
- At this time no explanation of benefits details are included.

This new functionality is in addition to the Health Spending Account, Personal Spending Account and Vision Care balances plan members can access after linking their Sun Life benefits plan with their Alexa account. Provider search is also available to all Canadians using their Alexa device.

Visit sunlife.ca/speaktosunlife for more information

This page will provide information about:

- How to engage the device
- The available functionality
- Setting up their Sun Life account on their device
- Frequently asked questions (FAQs)

Information is also available at sunlife.ca/benefitsinnovations.

Questions?

Contact your Sun Life Group Benefits representative.

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