

March 12, 2020

Update from Sun Life regarding COVID-19

At Sun Life, we are monitoring global developments related to COVID-19 and making adjustments to our processes, practices and procedures as the situation evolves. The health and well-being of employees, Clients, advisors, consultants and communities remain our top priority.

Sun Life has implemented guidelines whereby employees must cancel all air travel for business until further notice. This is to lower the probability of the spread of COVID-19 for our employees – and the world around us. We are operating out of an abundance of caution and the utmost dedication to keeping our employees, Clients, partners and communities healthy.

We are taking precautionary measures with our own employees in order to minimize any potential risk of disruption to servicing our Clients and partners. Our enterprise-wide business continuity policy governs business continuity (including pandemic planning) and disaster recovery planning for critical business functions performed at all our major business locations. The focus of our plans is to protect the health and safety of our employees, mitigate business and operational disruptions for our Clients and advisors and carry out our regulatory and contractual obligations in a responsible manner. The business continuity plan is flexible and can be adapted to a wide range of events.

In February, we shared our approach for Extended Health Care, Out of Country Coverage and our Short-Term Disability process with you. You can find this message [here](#).

Thank you for your continued support and partnership. We are committed to keeping you updated as things progress.

Questions?

Please contact your Client Service Administrator at 1-877-786-7227.