

March 25, 2020

## Relaxing the rules on premium payments and renewals

We're living through the greatest social, economic and health challenge in generations. We know that many organizations are facing financial challenges. We want to help you, your business and your employees. Employee health has never been more critical. We want to help you maintain your group benefits protection for employees. We're pleased to make the following changes.

- **Flexibility on premium payments.** Small businesses can be the most impacted by the current pandemic. If you can make your monthly premium payments, please continue remitting them as normal. If you have difficulty paying your premiums within the 31-day timeframe, we'll continue your contract. You'll then have up to 60 days to pay the premium from the date it's due. If you have questions or need to make arrangements, please contact your Client Service Administrator at 1-877-786-7227.
- **Deferred renewals.** We are deferring May and June renewals by two months automatically. This means that May renewals will be effective in July and June renewals will be effective in August. We will not apply any retroactive adjustments.

We care deeply about your employees' health. We hope these measures provide the flexibility needed to maintain the coverage that your employees and their families are depending on.

You can stay up-to-date on all the measures we're taking by visiting our COVID-19 website – [sunlife.ca/sponsorcovid19](https://sunlife.ca/sponsorcovid19).

### Questions?

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