



April 2, 2020

## Plan ahead for a mail service disruption: Make use of digital tools—anytime

We want to ensure that you and your plan members are prepared if mail delivery is suspended. Here are some digital tools that can help.

### FOR PLAN SPONSORS

- **Administration:** If you currently use our [Plan Sponsor Site](#) for billing and reporting, please continue to do so. If you use a tape file or HRIS file, you can continue to send these to us.
- **Payment:** We encourage you to sign up for our pre-authorized debit service for bill payments.
- **Online disability tools:** We have an excellent suite of [absence and disability online tools](#). You can use these to submit information including claims, to manage active claims, and to get reports and updates.
- **Email:** The importance of plan member email lists has never been greater. By providing us with plan member email addresses, you ensure that we can share important information with them. We'll then encourage them to register for digital access to the **my Sun Life mobile app** and **mysunlife.ca**. You can send us plan member emails in a few ways:
  - through the Plan Sponsor Site
  - via your tape or HRIS file, if it is a field that is included or,
  - by sending a list to your Group Benefits Service Representative

### FOR PLAN MEMBERS

- **Email:** Plan members can update their email address on **mysunlife.ca**.
- **Electronic fund transfers (EFTs):** A mail disruption will affect the payment of plan member claims for those who still receive paper cheques. Encourage your plan members to register for automatic EFTs to their bank accounts for claim payments.

For now, Canada Post mail service is continuing. But things can change fast. This is a great time to get digital channels set up in the event a disruption occurs.

### Questions? We're here to help.

Please check our Group Benefits [COVID-19](#) website daily for updates. If you have questions about our response to COVID-19, please don't hesitate to call your Group Benefits representative.