

GROUP LIFE

Great service – guaranteed

Sun Life is pleased to offer a Group Life service guarantee that covers the speed and accuracy of our claims processing, our responsiveness, and the policyholder's overall satisfaction.

Our Service Guarantees:

Claims service

We guarantee that 100% of claims will be processed within 10 business days provided that we receive complete claim documentation. If we require additional information to process a claim, we will send a request within 5 business days. Claims processing will be 100% accurate.

Customer service

We will respond to all telephone calls from policyholders and claimants within 1 business day.

Overall satisfaction guarantee

We're committed to service. If a policyholder is not satisfied with their Sun Life experience – for any reason – we will provide payment under this section.

If we do not meet the terms of a guarantee, a policyholder may request in writing a service guarantee review. Sun Life will determine whether it failed to meet the guarantee and whether a payment is made. If the request is approved, payment will be made by check during the policy year, as long as the policy remains in force during this time. Sun Life's maximum liability under this guarantee for any policy year is limited to the lesser of 3% of the policyholder's annual Life premium or \$5,000. The maximum payment for a breach of any one component is one-third of the maximum liability (lesser of 1% or \$1,667). If a policyholder has more than one line of insurance coverage, the Overall Satisfaction component will be paid only if the service issue arises under this guarantee.

To learn more, call your local Sun Life Employee Benefits representative.

Group insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) and by Union Security Insurance Company (USIC) (Kansas City, MO) in all states, except New York. Insurance products underwritten by Union Security Insurance Company (USIC) (Kansas City, MO) are administered by Sun Life Assurance Company of Canada (SLOC) (Wellesley Hills, MA). In New York, group insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Lansing, MI) and Union Security Life Insurance Company of New York (Fayetteville, NY). Insurance products underwritten by Union Security Life Insurance Company of New York (Fayetteville, NY) are administered by Sun Life and Health Insurance Company (U.S.) (SLHIC) (Lansing, MI). Product offerings may not be available in all states and may vary depending on state laws and regulations.

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