

Visit our website to learn how Sun Life is helping Clients during the COVID-19 pandemic:
www.sunlife.com/coronavirus

We can help lighten your load

Nearly all Sun Life U.S. employees are working from home during this COVID-19 pandemic, which helps ensure their well-being while continuing to serve our Clients.

If you are working remotely, you may be experiencing some challenges in how you normally work. We'd like to remind you about a number of digital tools and resources that you can use to work with Sun Life electronically – from anywhere, at any time.

Note: Some information below only applies if you are using Sun Life Connect to administer benefits.

Sun Life Connect resources: [Self-service videos](#) [Webinar training sessions](#)

- **Submit standalone disability claims and check status online**

It's now easier for you and your employees to submit disability claims online and to check claim status information. Our claims form is mobile friendly — so employees can submit claims and view claims status from their smart phones or tablets too. You can also submit the employer portion of disability and life claims online. Access Sun Life Connect at www.sunlife.com/account.

A few helpful videos:

[Making it easier to submit claims online](#)

[Making it easier to check claims status](#)

- **Complete STD claims forms electronically**

As an alternative to submitting standalone STD claims online, DocuSign provides a guided electronic way to complete and sign required claims forms. Employees and employers can call 800-247-6875 to get started.

- **Submit integrated STD claims and FMLA leave events online**

With Sun Life Absence Management Services, you and your employees can visit www.sunlife-ams.com to add new leaves, report time, or view leave requests/disability claims. You can also work on behalf of employees, review leave letters sent, and generate reports.

- **Submit Evidence of Insurability (EOI) online**

Both you and your employees can complete and submit EOI applications online. You must be registered on Sun Life Connect for at least 24 hours before employees can use this online service. Visit www.sunlife.com/account to get started.

- **Pay your bills online**

Do you only receive paper bills in the mail? We can quickly switch you to electronic bills so you don't experience any interruptions. Please call Client Services at 800-247-6875, Monday through Friday, 8 a.m. to 8 p.m. ET or email us at your.bill@sunlife.com. You can also make payments online by visiting www.sunlife.com/account. You can choose one-time payments or recurring auto payments. If it's your first time paying your bill online, you'll need to set up a payment profile.

Here are a few helpful videos to walk you through the steps of paying a bill online:

[How to set up a payment profile?](#)

[How to make a payment online?](#)

[How to set up autopay?](#)

- **Easily administer and manage your benefits enrollment virtually**

At Sun Life we have the solutions you need to bring your employees' benefits enrollment experience online and provide added support virtually:

- [Maxwell Health](#) our easy-to-use digital benefits administration technology platform that makes managing employee benefits simple and effective
- Our robust **virtual benefits communication** capabilities for you and your employees to work together remotely
- Virtual education and enrollment support when you use your own platform
- **SolidifyHR** our online enrollment only tool

[Learn more about our virtual solutions](#)

- **Complete implementation forms electronically**

If you are currently going through implementation, DocuSign will save you time. Our new tool provides a guided electronic form, giving you a more effective way to complete and sign required forms. [Watch our video](#) to learn more.

- **Get your Stop-Loss claim reimbursements faster**

We want to make sure that you get your claim reimbursements as quickly as possible. Our claims team is prepared to process reimbursements as usual with no anticipated changes to our standard turnaround time. Check out the below resources to ensure you get your stop-loss claims reimbursed as fast as possible:

- Enroll in our [Electronic Funds Transfer \(EFT\)](#) program to get reimbursements delivered directly to your bank account.
- Sign up for [ASO Accelerated Reimbursement](#) or [Advanced funding](#) to expedite your reimbursements.

For more information, reach out to your Sun Life Stop-Loss Sales Specialist with any questions. We are here to help you.

- **FOR BROKERS: Receive broker commissions by EFT**

Would you like to receive your commissions faster? Sign up for Electronic Fund Transfer by selecting the Direct Deposit link under Handy Tools for Brokers on the home page of Online Advantage. Visit www.sunlife.com/onlineadvantage.

Don't hesitate to reach out

Our Client Services Support team is working from home and operating fully, so you will not experience any disruption to service. Don't hesitate to call us at **800-247-6875**, Monday through Friday, 8 a.m. to 8 p.m. ET, or reach out to your Sun Life representative.



Group insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states except New York. In New York, group insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Lansing, MI). Product offerings may not be available in all states and may vary depending on state laws and regulations.

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