

Telephonic enrollment support

Sun Life offers a telephonic solution¹ with an emphasis on quality enrollment support tailored to unique solutions. We deploy Sun Life's Benefit Counselor expertise over the phone which allows us to provide an individualized enrollment experience.

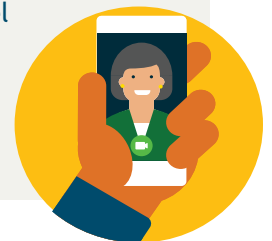
We can offer varying levels of support depending on the needs of a client's employees. Our highest level of support² is where employees speak 1:1 with a Benefit Counselor who can enroll the employees and capture a verbal signature. Sun Life's support could also just be handling Q&A for employees who will be self-enrolling, but need help understanding their benefits. We are happy to work with you to determine the best level of support for employees.

Our telephonic support also comes with active daily management:

- ✓ Reporting capabilities including call volume, hold times, call resolution, Benefit Counselor availability, etc.
- ✓ Real time technical assistance for Benefit Counselors taking calls
- ✓ Up to the minute status information for Enrollment Managers
- ✓ Volume monitoring to make sure we are able to connect with your employees

We offer the same support and quality work as we do onsite, over the phone.

Employees will receive an individualized enrollment experience. You can feel secure in our conversations because we have recordings in case we need to reference them later. Our telephonic support pairs well with our other virtual enrollment options. Learn more about our other options at www.sunlife.com/virtualmeetinginabox.



Talk to your Enrollment Manager today to learn more about what telephonic enrollment support is available.

Not approved for use in New Mexico.

¹ Eligible clients must have over 26 eligible lives and at least one Sun Life coverage.

² Some levels of support require at least one Sun Life supplemental health coverage.

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).

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