Get started with the my Sun Life Mobile app

Wherever you are, whatever you're doing, if you have a smartphone, you can have your benefits plan in the palm of your hand!

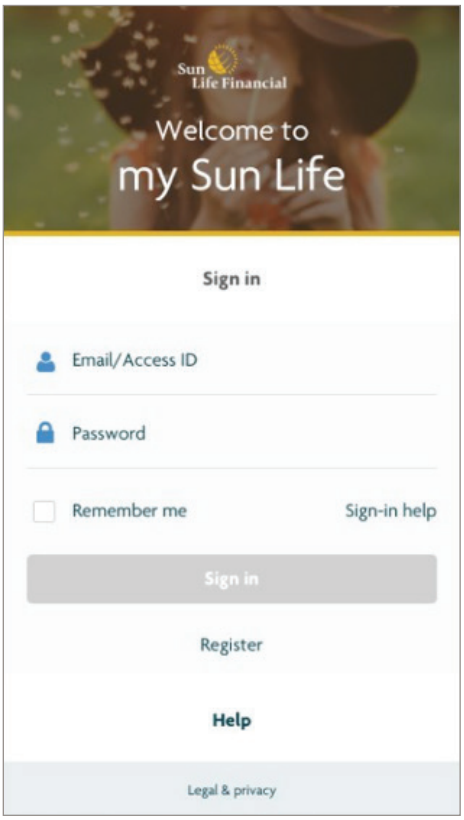
Register for the **my Sun Life Mobile** app and submit claims, check coverage, even find a healthcare provider in your area, right from your smartphone.

WHERE TO GET THE APP

You can find the free app at the App Store or Google Play. Just search "Sun Life".

Download on the App Store

ANDROID APP ON Google play



REGISTERING FOR THE FIRST TIME

You'll need your Access ID

If you're already registered on **mysunlife.ca**, you have an Access ID that you can use for **my Sun Life Mobile**.

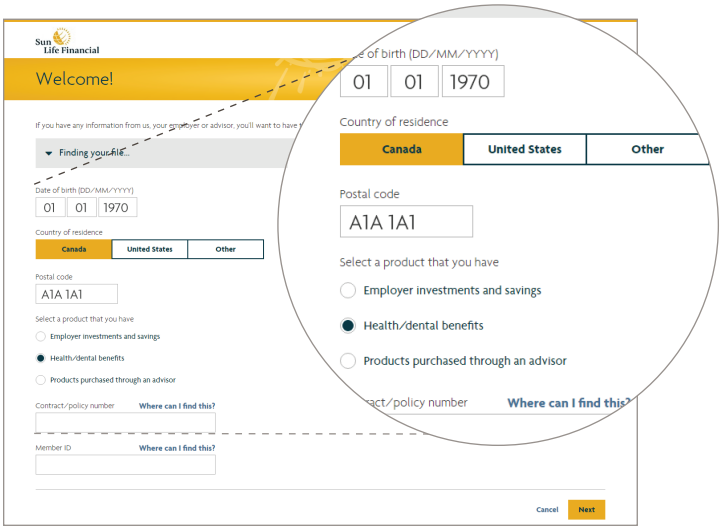
No Access ID?

Select **Register** on the app's home page. It will take you to **mysunlife.ca**, where you can register and get your Access ID.

Once you have registered on **mysunlife.ca** and have your Access ID/Password, return to the **my Sun Life Mobile** app and sign into the app.

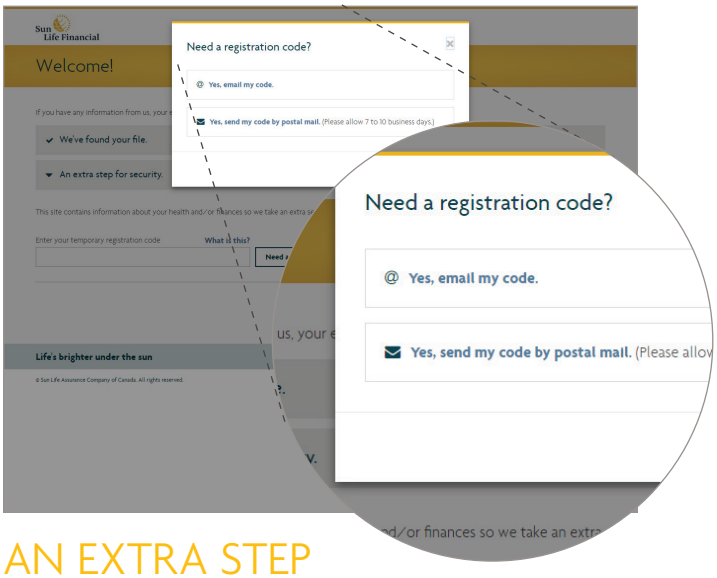
In order to use the mobile app, they have to have registered through **mysunlife.ca.**

Sun Life Financial



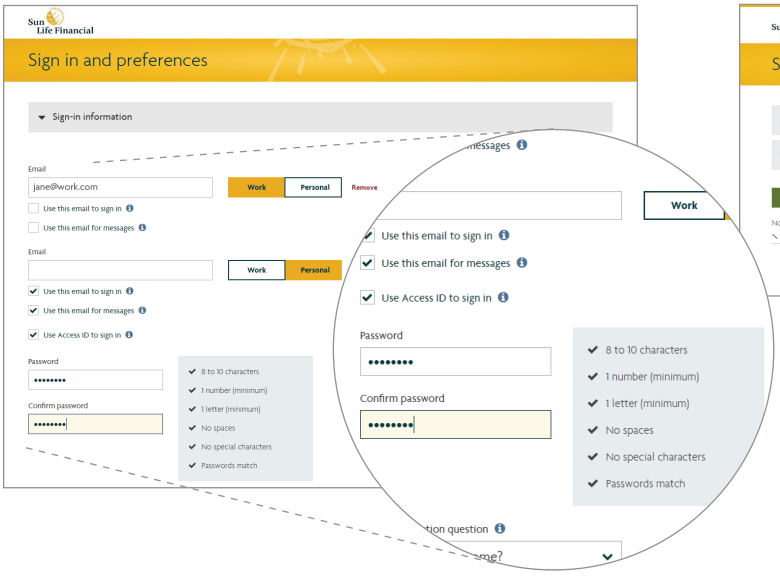
FINDING YOUR FILE

- Enter the requested information:
  - Date of birth, Country of residence, Postal code
- Select **Health/dental benefits** as the type of plan you're registering with
- Enter your group contract number and member ID
- Click **Next**



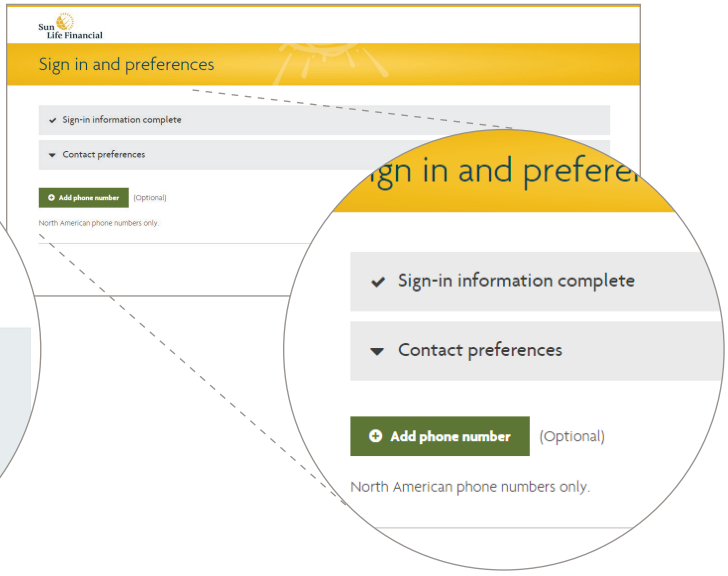
AN EXTRA STEP FOR SECURITY

- Enter your Temporary registration code. If you don't have one, click Need a registration code?
- If we have your email address on file you can select "**Email**," otherwise select "**Postal mail**" and click "**Next**."



SIGN IN AND PREFERENCES

- If we don't have your workplace email on file, add it now! You can also add your personal email address (recommended)
- Be sure to check **Use as access to sign in** (so you don't have to remember your numerical Access ID)
- Enter your new password
- Select your verification question and answer
- Click **Next**

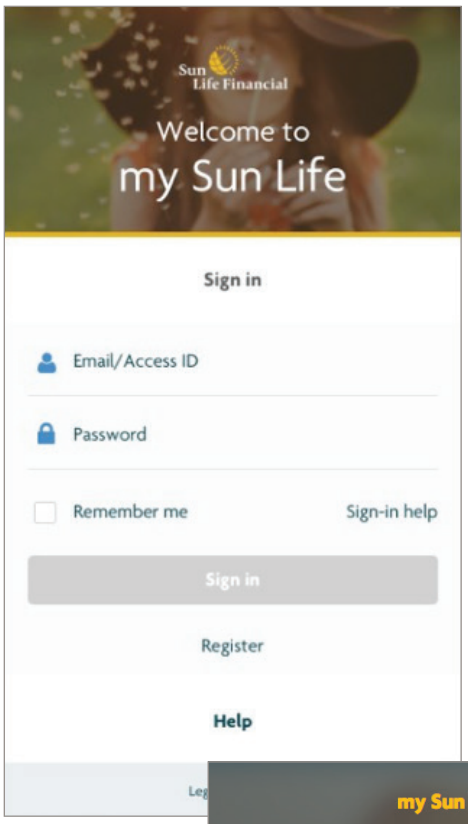


CONTACT PREFERENCES

- You can add a phone number here for Sun Life to use to contact you if you'd like - it's totally optional, but be sure to click **Next** when you're done even if you didn't add one

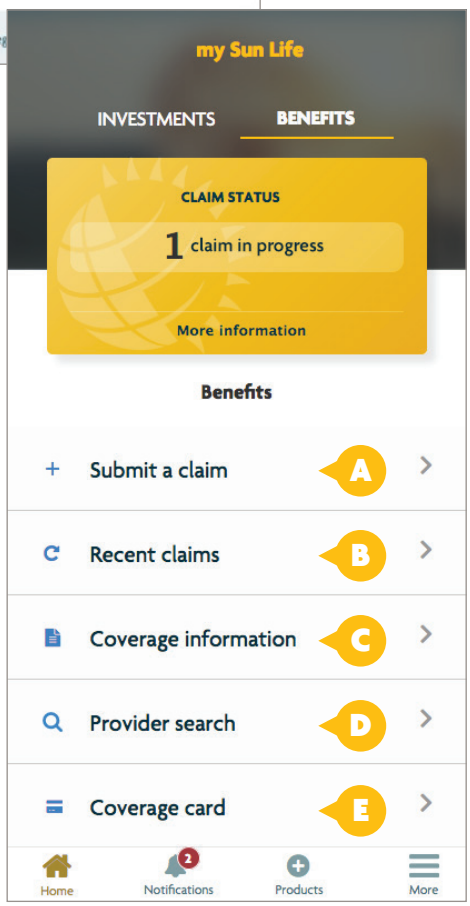
You're registered! Now you have access to the mobile application for plan members.

DO MORE, SEE MORE... WITH MY SUN LIFE MOBILE



LOGGING IN

You can log in with your email address (as set up above), your Access ID. You may also be able to use your fingerprint as an ID.

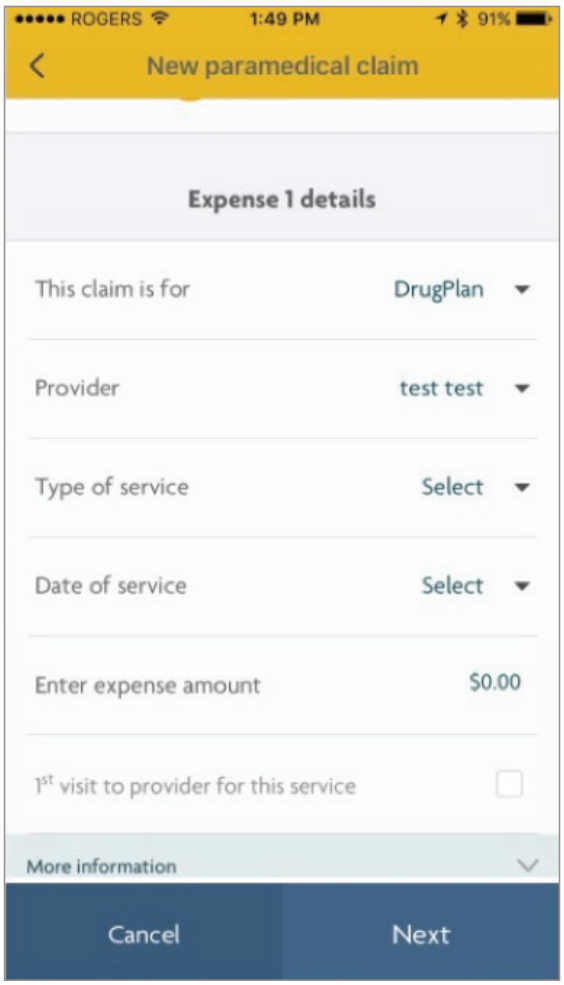


YOUR BENEFITS TAB

Once you're signed in, you'll see the **Benefits** tab.

- See the number of claims you have in progress
- Submit a claim *wherever you happen to be*
- See a list of your recent claims
- Check your coverage
- Do a Provider Search
- Get coverage cards (like a Pay-Direct Drug card)
- At the bottom of the page, you can go back to the app's **Home** page, see **Notifications** from Sun Life Financial, add additional **products** and **More**

We'll explain each of these features in detail in this communication.



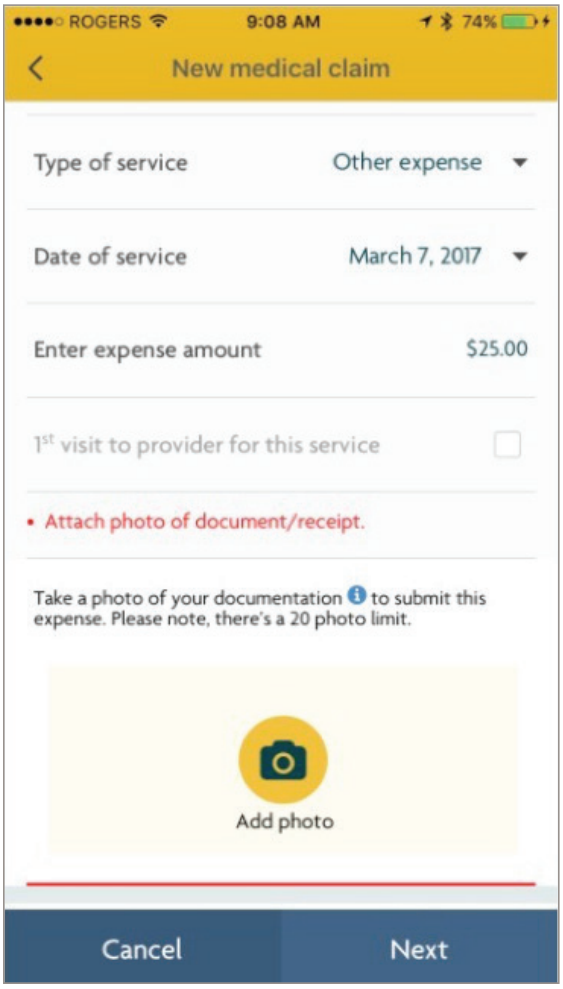
A. CLAIMS SUBMISSION - ON THE GO

You don't have to be in front of your computer to submit a claim when you have **my Sun Life Mobile** on your smartphone.

To submit a claim on the go,

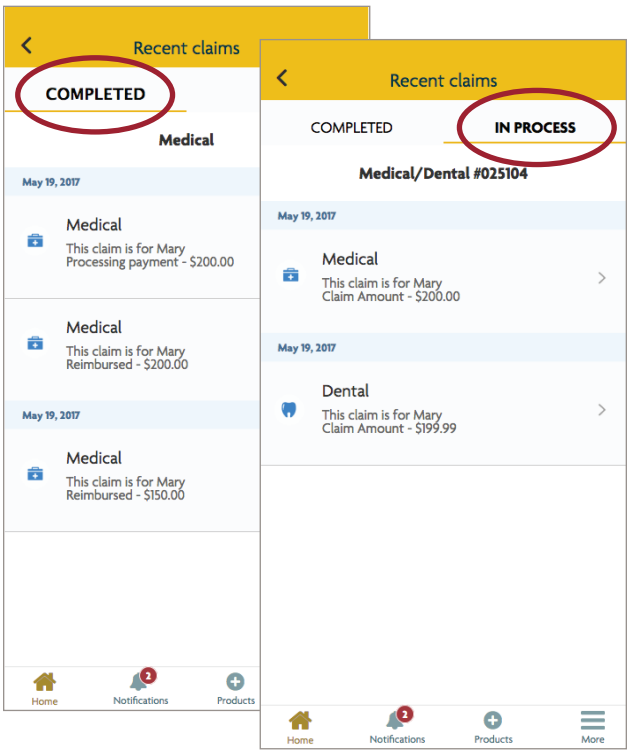
- Select **Submit a claim** from the **Benefits** tab, then choose the type of claim
- Identify whom the claim is for
- Enter the details about your claim
- Read the terms and conditions and agree, to continue

Your claim will be submitted instantly. And, in most cases your payment will be deposited directly into your bank account within 48 hours.



Need to take a photo too?

You may need to attach an image of your receipt for quicker more efficient processing of your claim. If a photo is needed, the photo submission feature will simply appear on your screen. It's as simple as snapping a photo!



C. COVERAGE INFORMATION

Your app gives you quick and easy access to information about the coverage available for you and your dependents under your medical plan. You'll see the benefit period, limits, deductibles, percentage covered and other information.

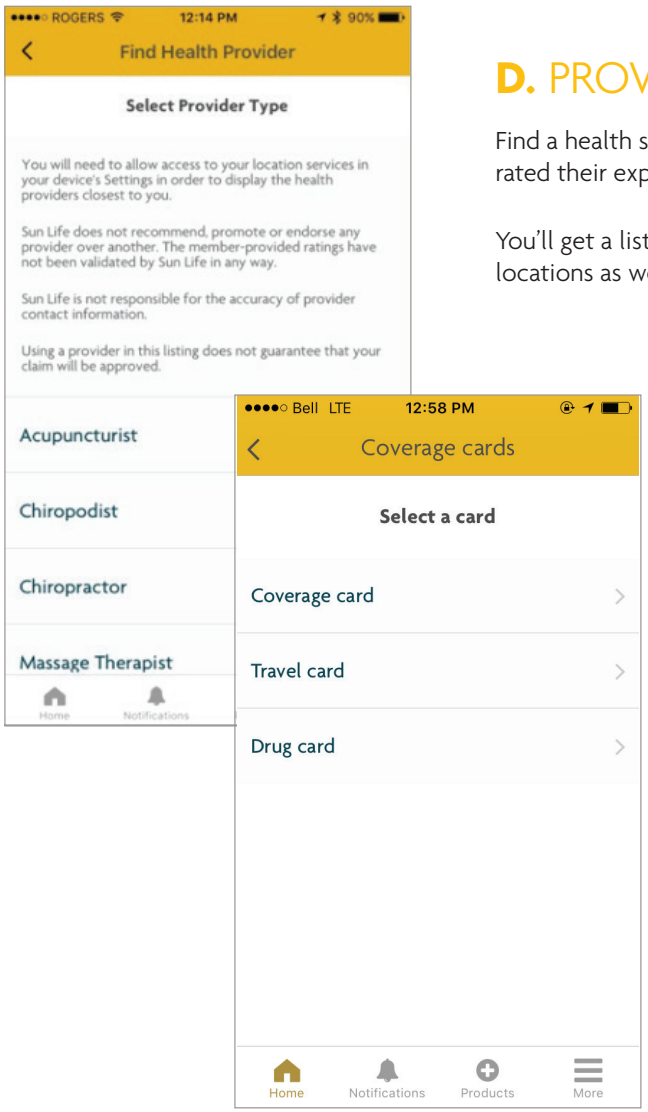
To see your coverage details:

- Select **Coverage information** on the **Benefits** tab
- Select the type of coverage
- Select whom the inquiry is for (yourself or a dependent)
- Select the coverage type and expense type you would like information about

The drug coverage section provides you with alternatives and a picture of the medication along with an information section about the side effects.

B. RECENT CLAIMS

You can view **Completed claims** and track your claims **In process** by selecting **Recent claims** on the **Benefits** tab.



D. PROVIDER SEARCH

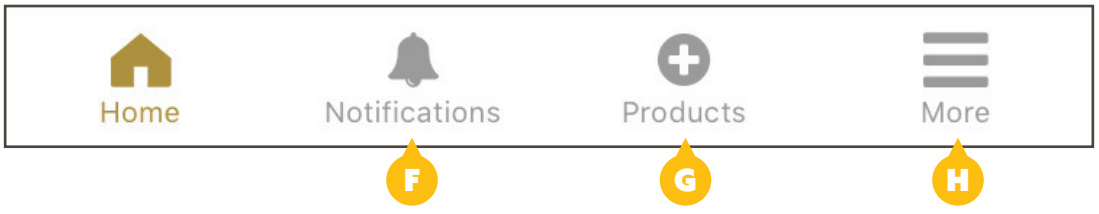
Find a health service provider in your area and check how other plan members have rated their experience with the provider, using **Provider Search**.

You'll get a listing of the 50 closest providers, a map and directions to their locations as well as the rating provided by other plan members.

E. COVERAGE CARD

Just select **Coverage card** and you've always got your card handy – including all the information you need to share with a provider -- with you.

If you have an iPhone™, you can keep coverage cards in the Apple™ Wallet, so you don't have to sign in to retrieve them each time.



F. NOTIFICATIONS

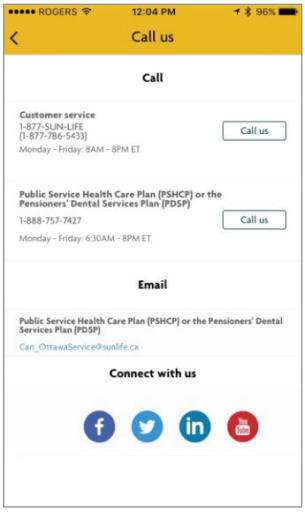
When a number shows next to **Notifications**, you have important messages waiting to be viewed.

G. ADD PRODUCTS

Get a quick view into other products that may be of interest to you under **Products**.

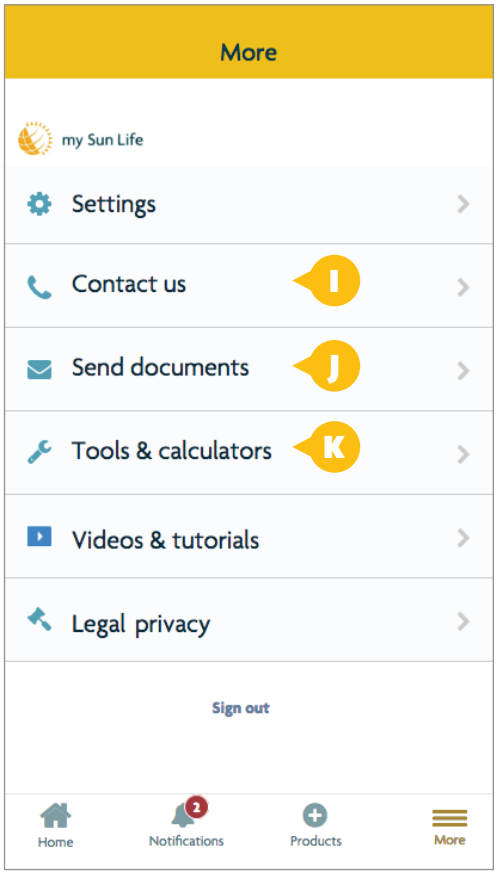
H. MORE

The **More** menu has lots of useful tools to enhance your mobile experience.



I. CONTACT US

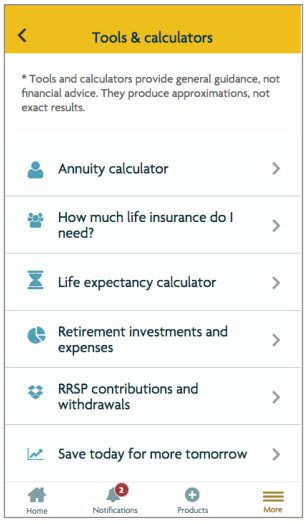
Get in touch with the Client Care Centre without having to look up the number (or your **Access ID** and password, since you're signed into the app already.)



J. SEND DOCUMENTS

If Sun Life Financial requests extra supporting documentation, you can send it easily by choosing **Send documents** in the **More** menu.

Just enter the reference number for the request.



K. TOOLS & CALCULATORS/VIDEOS & TUTORIALS

Watch videos, use tools and complete tutorials to help you manage your plan and your health, right from your smartphone.

Questions?

For questions about **my Sun Life Mobile**, just call our Client Care Centre at **1-800-361-6212**, from 8 a.m. to 8 p.m. ET, Monday to Friday.

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Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of Sun Life Financial group of companies.

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