

HOW TO FILE CLAIMS

Accident, Cancer, Critical Illness or Hospital Indemnity

We have multiple ways for you to submit your claim:

1. **Online** at www.sunlife.com/account
 - Log in to your Sun Life account or create one. *If creating an account for the first time select the following: Role = Member, Reason = Submit/Manage Claims, Policy Number = 948064.*
 - Select 'submit a claim' and follow the steps
 - You will receive an email confirmation after you submit your claim. If you don't see it in your inbox, please check your spam folder.
2. **Via email, fax or mail**
 - Visit sunlife.com/findaform
 - Select Accident, Cancer, Critical Illness or Hospital Indemnity from the drop-down menu.
 - Complete and print the form. It is your responsibility to make sure that the forms are accurate and submitted to Sun Life for us to evaluate your claim request.
 - Send in the form
 - Email: SLFWorksiteclaims@disabilityrms.com
 - Fax: 866-376-9480
 - Mail:
Sun Life
300 Southborough Drive
Suite 200
South Portland, ME 04106

What happens next?

Once we receive your completed claims information, a claims professional will evaluate your claim. During the evaluation process, we may request additional information from your treatment provider. **To check the status of your claim, contact Supplemental Health Claims at 877-820-5306, Monday through Friday, from 8 a.m. to 5 p.m. ET.**

WELLNESS / CANCER SCREENING BENEFIT

How do I submit a claim?

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 - Select 'submit a claim' and follow the steps
2. **Over the phone.** We have a dedicated line for you to submit your claim telephonically. Just dial 1-800-247-6875 and our Client Services Team will assist you. You will need to provide your Policy number (#948064)
 - Name
 - Date of Birth
 - Social Security Number
 - Date of exam
 - Type of examOnce the representative has this information, they can initiate your claim and you should receive your Wellness Benefit shortly.

These are limited benefit policies. They do NOT provide basic hospital, basic medical, or major medical insurance. The certificates have exclusions, limitations, and waiting periods for certain conditions that may affect any benefits payable. Benefits payable are subject to all terms and conditions of the certificate. The policy and certificate, if applicable, may not be available in all states and may vary based on state laws and regulations.

Insurance products are underwritten by Sun Life Assurance Company of Canada (SLOC) (Wellesley Hills, MA) in all states, except New York.

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