

Sun Life is making claims submission even easier!



How do I submit a claim?

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
- 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.

Need to create a Sun Life account?
Visit sunlife.com/createaccount to get started.

2. Via email, fax or mail

- Visit www.sunlife.com/findaform
- Choose your benefit plan
- Complete and print the Claim form, including Authorizations and Attending Physician Statement
- Send in the form

Email: SLFWorksiteclaims@yourbenefitexpert.com

Fax: 866-376-9480

Mail: Sun Life
P.O. Box 9757
Portland, ME 04104



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 providers and may also contact your employer for confirmation of your enrollment for this coverage.

To check the status of your claim, contact Supplemental Health Claims at 877-820-5306.

All inquiries or follow-up questions can be directed to Supplemental Health Claims at 877-820-5306 Monday through Friday, from 8 a.m. to 5 p.m. ET.

This is a limited benefit policy. It does NOT provide basic hospital, basic medical, or major medical insurance. The certificate has 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.

*In some states, Critical Illness plans are referred to as Specified Disease.

Insurance products are underwritten by Sun Life Assurance Company of Canada (SLOC) (Wellesley Hills, MA) in all states, except New York. In New York, insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Lansing, MI).

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