

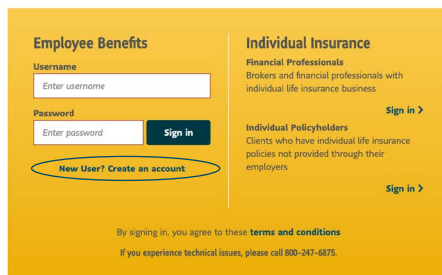
# Online Services for Members

With your Sun Life account, you can access your personal plan information, submit and view claims, and apply for Evidence of Insurability.

## Creating your account

1. Navigate to our secure website at [www.sunlife.com/account](http://www.sunlife.com/account).
2. On the Sign In page, select *New User? Create an account*.

 Sun Life Sign In



3. Enter your name and email address, and then click *Continue*. You will receive an email from Sun Life to verify your email address.
4. Click the link provided in your email verification and you will receive additional screens to complete your account registration.

5. Select *Member* for the type of account you need. Select your primary reason for registering and we'll present identifying options that will work for your registration type, such as Social Security Number, Member ID, Employee ID, claim number, or policy number.
6. Complete steps 2-4 requesting personal information, account security, and then accept the terms and conditions. Click *Continue*.
7. You will receive a confirmation page letting you know your registration is complete.

## Forgot your Username?

1. Navigate to our secure website at [www.sunlife.com/account](http://www.sunlife.com/account).
2. Under Sign-in help, click *I forgot my username*.
3. Enter the email address associated with your username.
4. Answer security questions correctly.
5. Receive your username on the next page.

## Tips

<b>Username</b>	Your Username must have 8 to 30 characters with no spaces or special characters.
<b>Password</b>	Your password must have 8 to 32 characters, including at least one number, one lowercase letter, and one uppercase letter. Password can only contain letters and numbers and cannot have any spaces, special characters or punctuation.

## Forgot your password?

1. Navigate to our secure website at [www.sunlife.com/account](http://www.sunlife.com/account).
2. Under Sign-in help, click *I forgot my password*.
3. Enter your username and submit your request.
4. Answer security questions correctly.
5. Enter a new password.
6. Receive confirmation that your password has been reset.

## DISABILITY AND ABSENCE MANAGEMENT SOLUTIONS AND ADA ACCOMMODATION

# How to submit your claim

Sun Life provides easy access and steps to assist you with submitting your absence claim with disability. **Prior to submitting a claim you must: notify your manager and Employee Relations ([employee.relations@embered.com](mailto:employee.relations@embered.com)) of your need for leave.** Next, follow the steps below to file a claim.

- 1. Submitting your claim online.** We have an easy to follow online tool that walks you through the claim submission process. To get started, sign in to your Sun Life account at [www.sunlife.com/account](http://www.sunlife.com/account) and click on "Submit a claim."

**Submitting your claim by phone.** Call our toll-free number, 888-444-0239, Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.



- 2. Review your acknowledgment packet.** After we receive your claim, we will send you an acknowledgment packet that will contain:

- Acknowledgment letter
- Certification form
- Instructions on next steps
- Rights and Responsibilities notice



- 3. Send complete forms to us.** You will need to complete the forms provided in your acknowledgment packet. You can send them back to us using any of the methods below. Please be sure to include your name and claim number (e.g. NTN-12345).

**Online:** [www.sunlife.com/account](http://www.sunlife.com/account)

**Email:** [MyAbsence@sunlife.com](mailto:MyAbsence@sunlife.com)

**Fax:** 781-304-5599

**Mail:** Sun Life  
P.O. Box 81915  
Wellesley Hills, MA 02481-0011

Your case specialist will notify you if additional information, forms or certifications are required.



- 4. Claim management and review.** A case specialist will review your claim as soon as we receive all completed forms and paperwork.

- We will contact you with our claim decision as well as send a letter explaining the details of our decision.
- If you're taking an intermittent absence and you need additional time than originally approved, you need to re-certify your request.



**During the claim submission process, we will ask you for the following information:**

- Why you're taking an absence
- Whether you're taking continuous, intermittent or a reduced schedule
- Information about the treating healthcare provider(s)
- Dates expected to be absent from work (estimated dates are ok)

**For information about your claim, sign in to your Sun Life account at [www.sunlife.com/account](http://www.sunlife.com/account) and click on "Track claim status" or call us at 888-444-0239, Monday through Friday, 8 a.m. to 8 p.m. ET.**

**When calling please reference your claim number.**