

Printing and submitting a claim form

Once you have registered with mysunlife.ca you can follow a few simple steps to download a claim form. This will allow you to complete the claim form at your own convenience, during any time of the day.

Sending in a claim is easy and fast. Just follow the step by step instructions.



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1. Go to www.mysunlife.ca.

The screenshot shows the Sun Life Financial website. The header features the Sun Life Financial logo on the left and the 'my Sun Life' branding on the right. Below the header is a navigation menu with links for Home, Site map, Contact Us, Find an advisor, Get a quote, and Français. A search bar is also present. The main content area includes a featured article titled 'Sun Life Canadian Unretirement™ Index' with a sub-headline 'This is how retirement is changing.' Below this are three columns: 'my coverage' with links like 'My plan made easy', 'Discover the benefits of going online', and 'Resource centre'; 'my money' with links like 'Join my group retirement and savings plan', 'Make the most of my group plan', and 'Understand financial planning and investing'; and 'I would like to ...' with links like 'Submit or track a claim', 'Find a form', 'Check my balance', and 'Speak to someone'. On the right side, there is a 'Sign in' form with fields for 'Access ID' and 'Password', a 'Remember my Access ID' checkbox, and a 'Sign in' button. Below the form are links for 'Forgot your Access ID?', 'Forgot your password?', and 'Don't have an Access ID? Register now'. A footer section contains a testimonial from Suzanne W. about the website's user-friendliness, a 'Brighter Life' logo with the tagline 'Sharing ideas about money, health and family' and a list of links, and sections for 'Accessibility information' and 'Security, privacy and fraud'.

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2. Enter you access ID and password and click the **sign in** button.

The screenshot shows the Sun Life Financial website interface. At the top, there is a navigation bar with the Sun Life Financial logo on the left and the text "my Sun Life" on the right. Below the logo, there are links for "Home", "Site map", "Contact Us", "Find an advisor", "Get a quote", and "Français". A search bar is located to the right of these links. Below the navigation bar, there are three tabs: "Group Retirement Services", "Group Benefits", and "SunAffinity". The main content area features a large banner for "Sun Life Canadian Unretirement™ Index" with a photo of an older man and the text "This is how retirement is changing." Below the banner, there are three columns of content: "my coverage", "my money", and "I would like to ...". The "my coverage" column lists "My plan made easy", "Discover the benefits of going online", and "Resource centre". The "my money" column lists "Join my group retirement and savings plan", "Make the most of my group plan", and "Understand financial planning and investing". The "I would like to ..." column lists "Submit or track a claim", "Find a form", "Check my balance", and "Speak to someone". To the right of the main content, there is a "Sign in" form with fields for "Access ID:" and "Password:", a "Remember my Access ID" checkbox, and a "Sign in" button. A red arrow points to the "Sign in" button. Below the "Sign in" form, there are links for "Forgot your Access ID?", "Forgot your password?", "Don't have an Access ID? Register now", and "By signing in, you agree to these terms and conditions." At the bottom of the page, there are three sections: "What others are saying about us" with a testimonial from Suzanne W, "brighter life" with a list of links for "Growth versus value investing", "At what age do you expect to retire?", "How to create a will with your spouse", "Five financial products you should own", and "Critical illness insurance, simply put (Video)", and "Accessibility information" with a link to "Our commitment".

For step-by-step instructions explaining how to register at mysunlife.ca watch the webinar available at www.c-hip.ca.

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3. Click **my claims**.

The screenshot shows a user interface for a Sun Life Financial website. At the top, there is a navigation bar with links for 'Home', 'Resource Centre', 'Help', 'Contact us', 'Secure messages', 'Profile', and 'Sign out'. Below this, the user's name 'RANDY DOE' and last visit date 'Last visit was on June 15, 2012' are displayed. The main content area is titled 'my health and well-being' and includes a 'Preferences' dropdown menu. Underneath, there are several links: 'Medical/Dental » 025104 Wellness centre', 'my coverage', 'my claims' (highlighted with a red box and a red arrow), 'Health Spending account', 'Next dental checkup', and 'Leaving the plan'. A 'Take me to...' dropdown menu is also visible.

You are on a Sun Life Financial website.
Please refer to the [legal](#), [privacy](#) and [security](#) pages for information on the use of this site.
Any changes you make on this site may affect information about your particular plan offered by Sun Life Assurance Company of Canada.

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4. Click **print claim form**.

The screenshot shows a web portal interface. At the top, there is a navigation bar with tabs: Home, Coverage, Claims, Wellness centre, Leaving the plan, FAQs, and Print. Above these tabs are links for Help, Contact us, Secure messages, Profile, and Sign out. Below the navigation bar, the 'my claims' section is displayed. It contains three main categories: 'Submit a claim', 'View a claim statement', and 'View claim summary'. The 'Submit a claim' category lists several options: Prescribed Drug e-claim, Vision Care e-claim, Paramedical e-claim, Dental e-claim, Health Spending Account e-claim, and Print claim form. A red arrow points to the 'Print claim form' option. The 'View a claim statement' category lists Recent claims and Dental estimates. The 'View claim summary' category lists Drug claim summary and Medical and Dental claim summary. To the right of the 'my claims' section is a 'Take me to' sidebar with various quick links like Quick view, Need glasses/lenses?, Next dental checkup, Direct deposit, Coordination of benefits, Print drug card, Print travel card, Health Spending Account balance, and Provincial health plans. Below the sidebar is a small image of two children playing in a sprinkler.

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5. Click on the **extended health care claim form** PDF.

Help | Contact us | Secure messages | Profile | **Sign out**

Home | Coverage | Claims | Wellness centre | Leaving the plan | FAQs | Print

Print claim form

To submit a claim using a claim form:

- Select the form you want.
- Either complete the form online then print it, or print the form and complete it manually.
- Sign the form, attach all original receipts and mail to the address on the form.

You will need the [Adobe Acrobat Reader](#). If you don't already have it, it can be downloaded free of charge.

Contract	Form
025104	Extended Health Care Claim Form



Sign up for [direct deposit](#) and have your claim payment deposited directly to your bank account. It's quick and convenient. Have one of your cheques handy in order to sign up.

Are you or your dependents covered under another group **Dental** policy? If you are, you may be able to maximize your dental benefits by coordinating your claims between two policies.

To print a generic Dental form for sending the unpaid amount of your Dental claims to the other carrier, [click here](#).

[Click here](#) to learn more about Coordination of benefits.

NOTE: You will require Adobe Acrobat Reader to open the PDF. If you do not have this program installed on your computer click on the **Adobe Acrobat Reader** link and download it for free.

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6. Once the PDF is selected, the claim form will open as a separate document. There are two ways that the form can be completed:

- Complete the form online, print it and sign it
- Print the form, complete it manually and sign it

Complete the form using your preferred method.

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7. Sign the printed form, as per sample below:

Member's signature X	Date (dd/mm/yy) [] [] []
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8. Attach the original receipts and mail the form to:

Sun Life Assurance
Company of Canada
Claims Department
PO Box 2015 STN Waterloo
Waterloo ON, N2J 0B1



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For even more convenience, sign up for a direct deposit. Your money will be automatically deposited into your account usually within 24-48 hours. Watch the “Setting up a Direct Deposit” webinar for detailed instructions.

