

MAKING A CLAIM

Claims for eligible expenses can be submitted:

- using the **Sun Life Mobile App**,
- online at **www.mysunlife.ca**, or
- by paper, using the appropriate form listed below and sending it to the address on the form.

We must receive eligible claims within 12 months of the date the eligible expense was incurred. Claims submitted more than 12 months after the expense was incurred are not eligible. If the policy ends, we must receive all eligible claims within three months of the policy end date.

My Sun Life Mobile

PHI and HCC policy owners can use their mobile device to manage their policy through the **my Sun Life Mobile app**. Many clients find the mobile app makes it easy for them to:

- submit claims for vision, paramedical and dental (if applicable) for automatic processing,
- receive payment in their bank account within 48 hours,
- view the payment status of recent claims,
- access their drug and travel cards (if applicable),
- access interactive financial planning tools, and
- get detailed information about a drug, how it works, and potential generic or therapeutic drug alternatives, excludes Quebec clients (effective October 2014).

Web services

PHI and HCC policy owners can visit **mysunlife.ca** to:

- submit claims online for vision, paramedical and dental (if applicable),
- receive payment directly in their bank account,
- print claim forms,
- view their coverage details and history, and
- view eligible prescription drugs.

To register for web services

- Mobile: go to **mysunlife.ca**
- Web service: go to **mysunlife.ca** or call **1-877-SUN-LIFE (1-877-786-5433)**.

Clients need their policy number (037000) and their ID number (shown on their policy) to register.