

UNDERSTANDING my coverage

FEBRUARY 10, 2011

New addresses for health and dental paper claims

Sun Life is making changes to its claims payment process to provide you with faster and more accurate service. And, to help serve you better, we have implemented an innovative claims processing technology that uses data-lift scanning and imaging.

We now have two scanning centres that use a new claims processing technology – which also helps with better tracking of the claims you submit to us.

What does this mean for you?

Effective immediately, your health and dental claims should no longer be mailed to Sun Life's Ottawa office. Instead, please send your paper health and dental claims submissions and any other correspondence to one of the two paper claims scanning locations listed below:

Waterloo Mailing Addresses	Montreal Mailing Addresses
Postal mail address - Waterloo Sun Life Financial PO Box 2010 Stn. Waterloo Waterloo, ON N2J 0A6	Postal mail address – Montreal Sun Life Financial P.O. Box 11658, Stn. CV* Montreal, PQ H3C 6C1 * Please note new P.O. Box number
Courier shipment address - Waterloo Sun Life Financial Digital Mail Services 300C21 227 King Street South Waterloo, ON N2J 1R2	Courier shipment address – Montreal Sun Life Financial 1155 Metcalfe Street Montreal, PQ H3B 2V9

Our standard claim forms have been updated with the above new information.

To make the transition as easy as possible for you, for an extended period of time, all postal mail received at the Ottawa office or old Montreal P.O. Box will be redirected to Waterloo or Montreal.

Courier address

If you're sending items by courier, please use the courier shipment addresses noted in the above chart.

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Remember your e-claim option!

Last year, we processed more than 1.4 million health and dental claims electronically – and usually instantly. With no paper, no mailing and no wait times, e-claims are a preferred option for an increasing number of Sun Life clients. For your convenience and to get your money in the bank faster, please consider using e-claims submission. Visit www.mysunlife.ca to learn more.

Questions?

If you have questions, please contact the Customer Care Centre at 1-800-361-6212.