

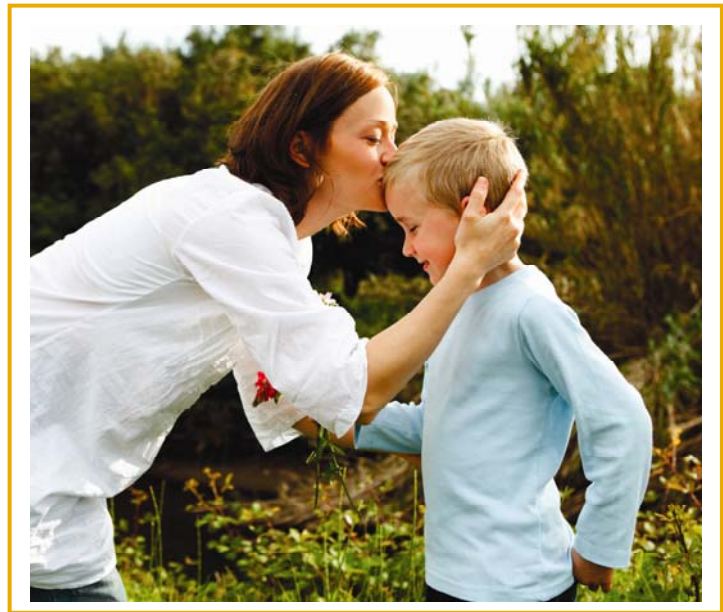
UNDERSTANDING my coverage

AUGUST 26, 2010

E-Claims Processing Change

What does this mean for you?

Sun Life works to ensure you have secure transactions and high quality service. As part of that commitment to you, we have made some changes to the processing of online claims. You may or may not be affected by these minor process changes. Effective August 30th the main changes are:



- If you submit a claim online and if your claim is routinely selected for a quality assurance check, this verification will happen before your claim is processed for payment. If this is the case, it is possible that you may experience a delay in receiving payment.
- If a delay occurs due to an e-claim verification, we will notify you that your claim is in progress and that you will receive payment once we are able to confirm that the claim is accurate and complete.
- If we select your e-claim, we may ask you to send in your receipt(s) to us to support the claim. If you are asked for your receipt(s), you will have 15 days to provide it. Receipts can be mailed, faxed, or e-mailed to us. If we do not receive the receipt(s) after 15 days, your web access will be disabled.

Questions?

If you have questions, please contact the Customer Care Centre at 1800 361-6212.