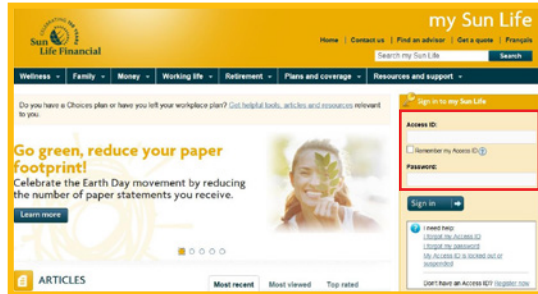


How to complete a claim form, submit and check the status of a claim

mysunlife.ca is where you can submit a claim, view claims history and print claim forms.

Each time you go to a doctor or a healthcare provider, a claim form needs to be completed. The claim form is a request for payment. The form shows our insurance company, Sun Life Financial, all the necessary information about your doctor or hospital visit. You don't need to complete and send the form when you go to a Preferred Healthcare provider, they'll do it for you.

If you don't go to a Preferred Healthcare provider, you will have to pay the provider directly, have them complete their part of the form and you will have to send the completed form to Sun Life Financial for claim reimbursement. Please ensure to obtain all invoices relating to the emergency visit in order to submit when making the claim for reimbursement.



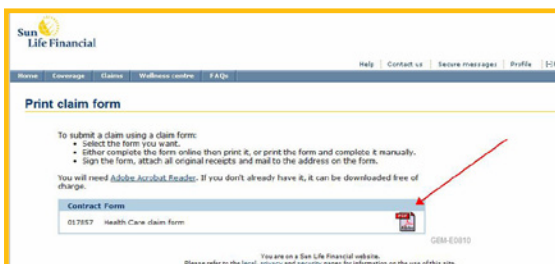
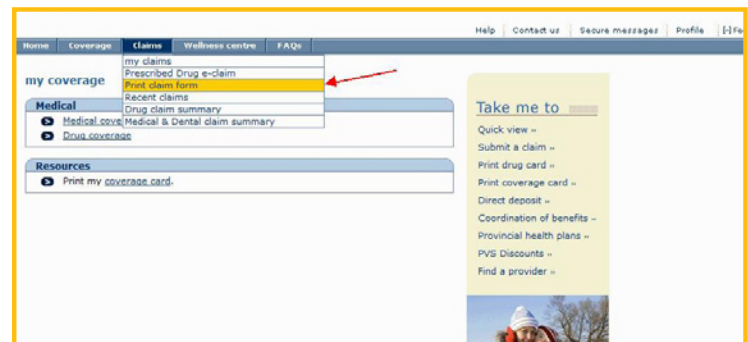
Getting started

- Go to **mysunlife.ca**
- Sign in with your **access ID and password**

Where to access a claim form

Select **my claims**


- Select the claims drop down
- Click on print claim form



- Click on claim form PDF. You will need Adobe Acrobat Reader to open the PDF.
- If you need to download Adobe Acrobat Reader, please click on the link to download – it's free!

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Health Care Claim Form



All claims must be submitted to Sun Life Assurance Company of Canada at the address below no more than SIX MONTHS following the date on which the expenses are incurred.
Claimants must provide a valid Canadian address for reimbursement. Claimant reimbursement cheques will not be issued to a non-Canadian address.

Please PRINT clearly.

1 Member information			
Member identification number	Policy number 017874	Plan sponsor School Board International Student Medical Plan	
Last name		Middle name	First name
Date of birth (dd-mm-yyyy)	Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Telephone number	Email address
Canadian address (street number and name)			Apartment or suite
City		Province	Postal code

2 Complete this section if you are covered under another plan
Send your claims to your own plan first. When you receive your claim statement, send a copy plus copies of your receipts to your spouse's

How to fill in a claim form

- You can complete the form online, print it and sign it.
- Or, you can print the form, fill in the information and sign it.

Claim Form Details

- You need to complete sections 1, 2, 3 and 4 of the form.
- Sections 5 and 6 will have to be filled in by your healthcare provider. The provider will also have to sign and date the form.

How to Submit a Claim

- You need to send the original receipts that include all the required information such as OHIP procedure code (the numbers on the bill or on the invoice) and the diagnosis, along with the completed claim form.
- Make a copy of all documents for your own record
- Attach the original receipts to the form and mail to the address on the form:

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

- The claim will be processed once Sun Life receives the form.
- If you marked the “Payment is to be made to the member” box, a cheque will be mailed to you within seven calendar days after Sun Life receives your completed form.
- Sign up for direct deposit on mysunlife.ca to get reimbursed within 24-48 hours; after Sun Life receives your completed form; you must have a Canadian bank account to take advantage of this option. Please refer to the ‘How to sign up for Direct Deposit’ tutorial for detailed steps.

Claim summary

To view a claim summary:

- Select **Drug claim summary** or **Medical claim summary** from “Claims” on the blue menu bar
- Specify the period you would like to review
- Select **view summary**

Questions? If you have any questions, please contact the Sun Life Financial Customer Care Centre at 1-888-206-9004 any business day from 8 a.m. to 8 p.m. ET.