

E-SERVICES

Online Services for Members

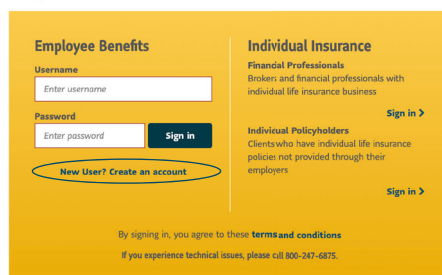
With your Sun Life account, you can access your personal plan information, view status of claims, and review Explanation of Benefits document.

Note: You should be able to log in with your newly created username and password once your request is processed. If there is a delay in processing your request, you will receive an email within 10 minutes of submitting your information advising you that you may now access your account.

Creating Your Account

1. Navigate to our secure website at www.sunlife.com/account.
2. On the Sign In page, select *New User? Create an account*.

 **Sign In**



3. Enter your name and email address, and then click *Continue*. You will receive an email from Sun Life to verify your email address.
4. Click the link provided in your email verification and you will receive additional screens to complete your account registration.

5. Select *Member* for the type of account you need and then enter your member ID or Social Security Number and date of birth. Alternatively, you can enter your Policy number. Click *Continue*.
6. Complete steps 2-4 requesting personal information, account security, and then accept the terms and conditions. Click *Continue*.
7. You will receive a confirmation page letting you know your registration is complete.

Forgot your Username?

1. Navigate to our secure website at www.sunlife.com/account.
2. Under Sign-in help, click *I forgot my username*.
3. Enter the email address associated with your username.
4. Answer security questions correctly.
5. Receive your username on the next page.

Tips

Member ID	This could be your Social Security number. You can also contact us at 800-247-6875.
Username	Your Username must have 8 to 30 characters with no spaces or special characters.
Password	Your password must have 8 to 32 characters, including at least one number, one lowercase letter, and one uppercase letter. Password can only contain letters and numbers and cannot have any spaces, special characters or punctuation.

Forgot your password?

- 1.** Navigate to our secure website at www.sunlife.com/account.
- 2.** Under Sign-in help, click *I forgot my password*.
- 3.** Enter your username and submit your request.
- 4.** Answer security questions correctly.
 - If you are unable to correctly answer the questions, please contact us at 800-247-6875 for assistance.
- 5.** Enter a new password using the following criteria:
 - Contains 8 to 32 characters including at least one number, one lowercase letter and one uppercase letter.
 - Does not contain special characters or punctuation.
 - Does not have any spaces.
- 6.** Receive confirmation that your password has been reset.

Need assistance with your account? Contact us at 800-247-6875.