

Online Services for Members

With your Sun Life account, you can access your personal plan information, submit and view claims, and apply for Evidence of Insurability.

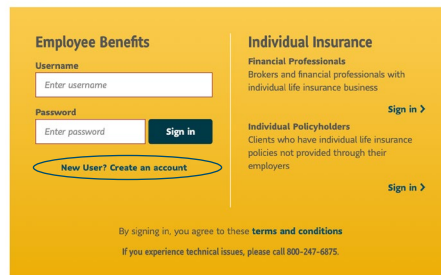
If you have questions or need assistance registering for your account, call us at 800-247-6875, Monday through Friday from 8 a.m. to 8 p.m. ET.



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. Select your primary reason for registering and we'll present identifying options that will work for your registration type, such as Social Security Number, Member ID, Employee ID, claim number, or policy number.
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.

Note: You will be prompted to enroll in two-step authentication which provides an added layer of security to your account.

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

| | |
|-----------------|---|
| 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.