

How to submit a drug claim on mysunlife.ca or the my Sun Life mobile app:



To submit a drug claim on mysunlife.ca, sign in with your Sign-in ID and password. Once signed in, just follow these steps.

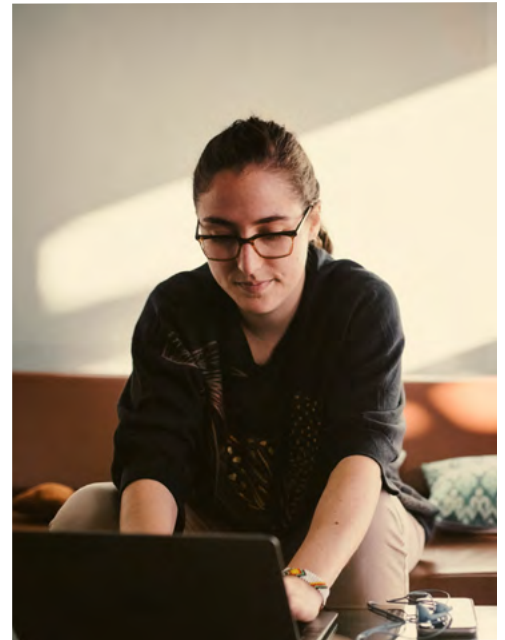
1. Navigate to **Benefits** and select **Submit a claim**. If you belong to more than one plan, you may need to select your plan first.
2. Select **Prescribed Drug e-claim**.
3. Complete, update or verify your personal information.
4. After agreeing to the terms and conditions, let us know who the claim is for and if you're claiming for a remaining balance not covered by another plan (Coordination of Benefits/COB).
5. Using your receipt, answer the questions about your claim. If you're adding a new provider, select **new provider** or **Add new provider**. This can be found in the drop down under **Provider**.
6. Continue to follow the steps until you receive a claim confirmation.



To submit a drug claim using the **my Sun Life mobile app**, sign in using the same Sign-in ID and password that you use for mysunlife.ca. If you haven't provided us with your banking information, you'll need to do so through mysunlife.ca first.

Once signed in, simply follow these steps.

1. Select **Benefits**.
2. Select **Submit a claim**.
3. Select **Prescribed Drug e-claim**.
4. Select who the claim is for.
5. If you haven't submitted a claim from this provider before, you'll need to add their details. This information should be on your receipt.
6. Select the type of expense, the service date and the amount you are claiming. If you can't find the expense you're claiming for, select **Other** and select **Add photo** to upload your receipt.
7. Continue to follow the steps until you receive a claim confirmation.



That's it! There's no need to send us a copy of your receipts unless we've asked for them. Please hold onto your receipts for 12 months.

We'll let you know once we've completed your claim. Please allow up to 2 business days for the payment to show up in your account.

For more information about your plan or to chat with us, sign in to mysunlife.ca.



Would you rather submit a paper claim? Here's how.

- Go to www.sunlife.ca/forms and select the **Claim forms** tab
- Scroll down and select the Extended Health Care (EHC) claims form. If you plan to submit any out-of-pocket expenses to your Health Spending Account (HSA), select the EHC with HSA form
- Follow the instructions at the top of the tab if you have difficulties opening the form.
- Fill out the form, sign it, attach your receipts, and mail everything to the address at the bottom of the form. Remember to keep a copy of the receipts for your files.

Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. MC1018 01-24 lj-na

