

# Sun Life Plan Sponsor Contact List

for SunAdvantage cases with 3-49 Members



## Group Client Services

\_\_\_\_\_  
*Client Service Specialist*

**Responsible for:**

- Assistance for plan sponsor services site
- Member additions/changes/terminations
- All eligibility issues
- Member premium adjustment

**Phone: 1-877-786-7227**

**Ext:** \_\_\_\_\_

**Fax: 1-877-823-6605**

**Email:** \_\_\_\_\_

\_\_\_\_\_  
*Billing Administrator*

**Responsible for:**

- Payment arrangements
- Updating company banking information

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Billing Address:**

**Courier Address:**

Sun Life  
Group Client Services  
1155 rue Metcalfe suite 1024  
Montreal QC H3B 2V9

**Mailing Address:**

Sun Life Assurance Company of Canada  
Group Client Services  
P.O. Box 11010 Stn CV  
Montreal, QC H3C 4T9



## Client Care Centre

**Client Relations  
Representatives team**

\* Dedicated line for advisors and plan sponsors only

**Responsible for:**

- Health and dental eligibility inquiries
- Health and dental claims inquiries

**1-866-606-8936**

**crcspec@sunlife.com**

8am - 5pm EST

**Client Care Centre**

\* Dedicated line for plan members only

**Responsible for:**

- Health and dental eligibility inquiries
- Health and dental claim inquiries
- Website assistance (members wishing to register can visit [mysunlife.ca](http://mysunlife.ca))

**1-800-361-6212**

8am - 8pm EST

**Health & Dental Claims**

Use [mysunlife.ca](http://mysunlife.ca) or **My Sun Life mobile app**

# Sun Life Plan Sponsor Contact List

for SunAdvantage cases with 3-49 Members



## Group Medical Underwriting

### Mailing Address:

Sun Life  
Group Medical Underwriting  
Private & Confidential  
227 King Street South  
PO Box 578, STN. Waterloo  
Waterloo, ON N2J 4B8

### Responsible for:

- Plan Members Health Statement
- Corresponding with members directly
- Responding to status inquiries

**Phone: 1-866-882-0884**

**Fax: 1-877-897-6605**

**medicaluw@sunlife.com**



## Claims

### Group Disability Claims

**Toll Free: 1-866-246-4153**

**Fax: 1-866-209-7215**

**disabilityclaims@sunlife.com**

### Group Life and AD&D Claims

**1-800-361-2128**

**grlif@sunlife.com**

### Critical Illness Claims

**Phone: 1-800-669-7921**

**Fax: 1-855-233-9880**

**grpcicclaim.amgcollectif@sunlife.com**



## Group Conversions

[Visit our website](#)

**Phone: 1-877-893-9893**



## Group Retirement Services

### Client Services team

**1-833-292-5400**

**Sunnet25@sunlife.com**

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. BD9792-E 06-23 nh-cd