

## Mailing address changes for Health & Dental paper claims

Last May, changes were announced regarding the Edmonton and Toronto Atria offices. On June 25<sup>th</sup>, 2010 the Edmonton Health and Dental office will be closing, followed by the closure of the Toronto Atria office on August 27<sup>th</sup>, 2010. As outlined in a [Focus Update #173](#), the Health & Dental claims functions are being transitioned to our Waterloo Westmount and Montreal offices.

### What does this mean?

Sun Life is making modifications to our claims adjudication process to help provide faster and more efficient service. After June 25<sup>th</sup>, 2010 health and dental claims will no longer be processed at the Edmonton office. This change will not affect the Edmonton Group Benefits Sales and Service team or the Edmonton Disability claims office. Following this date, members will be asked to send their paper health and dental claims, as well as other correspondence, to the following addresses:

#### 1. Postal mail address

Sun Life Assurance Company of Canada  
PO Box 2010 STN Waterloo  
Waterloo, ON  
N2J 0A6

#### 2. Courier shipment address

Sun Life Assurance Company of Canada  
Digital Mail Services 300C21  
227 King Street South  
Waterloo, ON  
N2J 1R2

We are in the process of updating our claim forms with this new information. In the mean time, you are welcome to distribute this [plan member communication](#) to your employees, which summarizes the changes outlined above.

To make the transition as easy as possible for you and your members, all **postal** mail received at the Edmonton office **will** be redirected to Waterloo for an extended period of time. This is required as we have a number of claim forms in circulation.

Any health and dental mail sent by **courier** to the address in Edmonton after June 25<sup>th</sup> will **NOT** be delivered and will be returned to the sender, as our courier drop off facility will also be closed.

The Toronto Atria office will remain open until August 27<sup>th</sup>, 2010. If members are currently mailing to that address, they can continue to do so or use the new address provided above. All standard claim forms on our web site will be updated soon to reflect the new address.

### Questions?

Please contact your Sun Life Financial group representative.