



eSERVICES

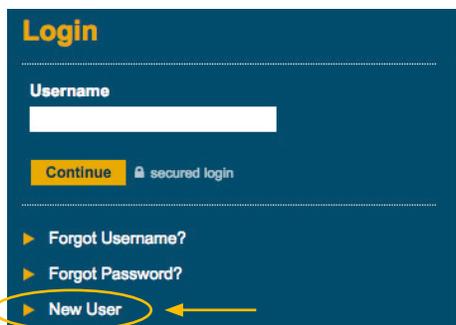
Online Services for Members

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

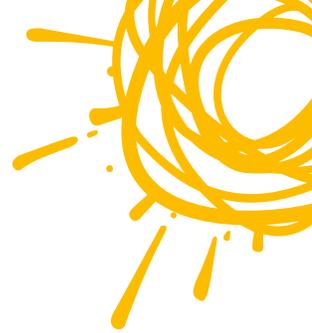
Note: You should be able to log in with your newly created username and password once your request is processed. If there is a delay in processing your request, you will receive an email within 10 minutes of submitting your information advising you that you may now access your account.

Creating Your Account

1. Navigate to our secure website at www.sunlife.com/account
2. At the home page, select *New User*
3. Enter your name and email address, and then click *Submit*. You will receive an email from Sun Life Financial 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 click *Continue*
6. Enter your Member ID and date of birth (primary member) and then click *Continue*
7. Enter your phone number
8. Enter your desired username and password and then click *Continue*
9. Select 3 security questions and enter answers and then click *Continue*
10. Select and name your personalized image
11. Check the boxes to agree to the User Agreement and Electronic Consent and Disclosure, and then click *Finish*
12. Receive confirmation 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 Username?

1. Navigate to our secure website at www.sunlife.com/account
2. Select *Forgot Username?*
3. Enter the email address associated with your username
4. Answer security questions correctly
 - If you are unable to correctly answer the questions, please contact us at 800-247-6875 for assistance.
5. Receive your username on the next page

Forgot your password?

1. Navigate to our secure website at www.sunlife.com/account
2. Select *Forgot 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.



One Sun Life Executive Park
Wellesley Hills, MA 02481

www.sunlife.com/us