

## Sun Life Interruption of Service

Sun Life will be updating records on their system which will result in a freeze for filing claims. From **April 28, 2023 starting at 3:30pm**, to **May 3, 2023**, a freeze will be placed on the Plan Member Website and the mobile app. This means employees/retirees will not be able to submit claims electronically and claims will not be processed manually.

As a result, the following will not be available during this timeframe:

- Employees/retirees will not have access to the details of their group benefits coverage or claim history on mysunlife.ca or the My Sun Life mobile app.
- Employees/retirees will not be able to submit claims online.
- Dental offices and other medical providers will not be able to submit any claims electronically. Once the freeze period has been lifted, providers can then submit claims electronically.
- Paper claims may still be submitted, however, claims may take longer than usual to process, as paper claims will not be processed during the freeze period.
- The Customer Care Centre will not be able to answer questions about employees'/retirees' benefits or claims.

Prescription drug claims processed using the Drug Card will not be affected.

If you have any questions, please reach out to your [Benefits Specialist](#).