



About the Plan Members website

Quick service and the information you need

As a participant in Sun Life Financial's group benefits programs, you have instant access to a variety of information and services when you visit our online Plan Members site at www.mysunlifebenefits.com.

To begin, be sure to have your Group policy number and your Social Security number—you'll need these to log in to secure areas of the site. In accordance with our strict privacy practices and state-of-the-art security, your information is completely confidential and always secure.

Services

File Short-Term and Long-Term Disability claims online¹

If you have experienced a disabling illness or injury and expect to be out of work for more than a week or have already been out of work, you can file your Short-Term or Long-Term Disability claim online. You'll answer a series of questions about your injury/illness and get instructions on submitting the required documents needed to complete the claim submission. Long-Term Disability claims documents can even be uploaded online.

View Short-Term and Long-Term Disability claims status

Once your Short-Term or Long-Term Disability claim has been submitted, you'll receive a notification about whether your claim has been accepted, denied, or pending. On this letter will be your 11-digit claim number—keep this number to check

the status of your claim online. The status of all submitted claims will be reflected here. When you view claims status, the most up-to-date payment information is also made available. This includes when you can expect the next benefit check and the amount of the check.

You can also find out if there are any messages posted about your claim. Additional claims forms are available under the *Forms* tab. Please note that some forms may be state-specific—check with your employer to learn which form is appropriate to use.

Apply for Evidence of Insurability

If your employer has asked you to fill out Evidence of Insurability (EOI) for yourself, a spouse, a partner, or a dependent, you can do so online for Short-Term and Long-Term Disability, Life, and Critical Illness benefits. Here, you'll be asked to complete a quick health history questionnaire. Once your employer verifies your eligibility information, you will receive a follow-up e-mail message.

Practical resources

Download paper forms

You can find and download all of the necessary forms you need to file a claim.

Disability awareness

Sponsored by the Council for Disability Awareness, this site helps you learn more about disability, including how to lessen your risk and how to prepare for the financial impact of disability. Here, you can also take the Disability Awareness Quiz.

Life insurance calculator

This tool helps you figure out how much life insurance you should have based on your age, the size of your family, and monthly expenses.

Frequently asked questions

A comprehensive frequently asked questions section is available to help guide you. Here, you can find general information about benefits and also specific information, such as to how to file a disability claim.

Need help? Contact us

Client Services

A Client Services Advocate is available to answer any of your questions Monday through Friday, between the hours of 8:00 a.m. and 8:00 p.m. ET, at **800-247-6875**.

Tech Support

If your question is computer related, call our Technical Information Desk at **877-596-8569**, 24 hours a day, 7 days a week.

About privacy and security

In accordance with Sun Life Financial's strict privacy practices, your personal health information submitted electronically through Plan Members is completely confidential and is never shown to your employer. Also, we do not share your e-mail address or other personal information with any third parties except as permitted or required by law. Our website includes state-of-the-art security. Any information you enter is encrypted and transmitted using Secure Sockets Layer (SSL) technology.

¹ Short-Term Disability online claim submission is not available in New York.