

## New mailing address for paper Health & Dental claims

### Why are we changing the process?

Sun Life Financial is modifying our claims payment process to provide faster and more accurate service. To help serve you better we have implemented an innovative claims processing technology that uses data-lift scanning and imaging. Here are some of the benefits to you:

- Faster payment of health and dental claims
- Easier to track claims once registered by scanning technology
- Increased accuracy

### What does this mean for you?

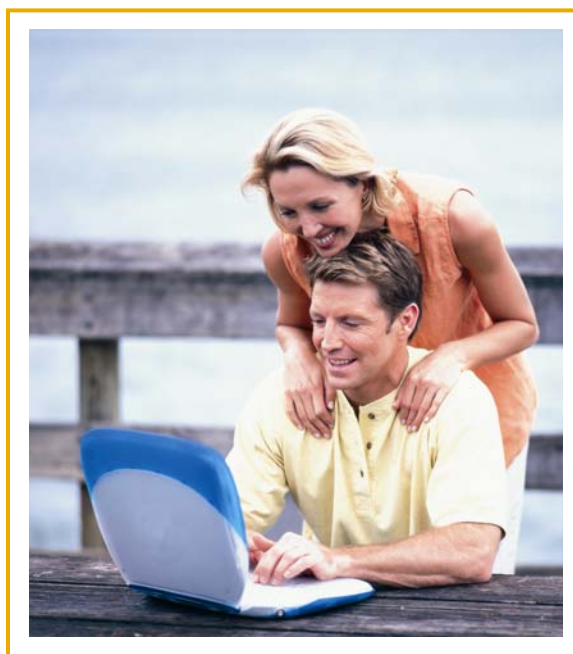
We are no longer receiving claims at the Edmonton office (effective immediately) or the Toronto office (as of August 27, 2010). To get your claims to us faster, we are asking you to mail your paper health and dental claims to either of the following addresses:

**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



To make the transition as easy as possible for you, all **postal** mail received at these offices after their scheduled closure dates will be redirected to Waterloo, for an extended period of time. However, any claims sent by **courier** to Edmonton after June 25 or Toronto after August 27 will be returned to sender, as our courier drop-off facility will be closed.

All standard claim forms on our website will be updated as soon as possible to reflect the new address.

### Questions?

If you have any questions, please contact the Customer Care Centre at 1-800-361-6212.