

July 13, 2017

## Sun Life supporting BC– FAQ document

### Are my claims being processed as normal if I was evacuated?

Sun Life has taken steps to prioritize claims adjudication and payment for plan members from BC. We are identifying your claims – both in paper and through the web – by your postal code on file and are processing them via an expedited process. We will continue to do this until the situation has stabilized.

### What if I had to leave behind prescriptions when I was evacuated? Will refills be covered by my drug plan?

Sun Life has proactively worked with pharmacies, pharmacists, and TELUS Health (the company whose system helps adjudicate claims at the pharmacy) to make sure that you can refill your lost prescriptions and get coverage for them.

If you have a Pay Direct Drug (PDD) card, this should take place directly at the pharmacy, but if there are any issues with receiving coverage for the prescription refill, you can call the Sun Life Client Care Centre where we have teams ready to assist immediately with this. If you do not have a PDD card, please call the Sun Life Client Care Centre and they can assist you with a request for an early prescription refill.

In addition, a similar process has been put into place for medical equipment (such as glasses or dental guards) that may have been left behind during the evacuation. Again, please call the Client Care Centre for support with these requests.

### What are the hours of the Sun Life Client Care Centre?

The Sun Life Client Care Centre hours of operation remains available at 1-800-361-6212 from 8am to 8pm ET (5am to 5pm PT), Monday to Friday. Our representatives are ready to help.

### If I do not have direct deposit set up for claims payment, can Sun Life redirect my claim to a new or temporary address?

Yes, all of our claims areas have a process to redirect mail. For regular health and dental claims payments, we are allowing claim payments to continue to go to the address we have on file. We are aware that Canada Post is working on contingency measures to service the residents of BC displaced by the fires. They will communicate details as soon as possible. If you would prefer to set up direct deposit or have your mail redirected at this time, you can call the Client Care Centre to have it done immediately.

If you are receiving disability claim payments in the mail, Sun Life is proactively reaching out to impacted plan members to help you either set up direct deposit, or change the mailing address on file.

### What if I was on disability at the time of the evacuation?

Sun Life's disability team is working to contact you if you were evacuated from BC to check on your personal situation and to offer any support we can provide. If you were in the process of filing a disability claim, Sun Life is providing flexibility on a variety of situations, including challenges, such as receiving updated medical information or Canadian Pension Plan applications.