



How to file your Long-Term Disability claim

If you're unable to work for a period of time due to a covered illness or injury, please contact your benefits administrator to report your disability.

Submitting your claim

In order to process your request for benefits, you must complete all required claims forms in order for your claim to be considered for Sun Life's approval. To file your claim you may use our online claim system or submit a paper claim.

Filing your claim online

1. Log in to www.sunlife.com/account
2. Click on *File a disability claim*
3. Enter your Group Policy Number or Agreement Number (from your employer) and Social Security number
4. Select Long-Term Disability under *What Kind of Claim...*
5. Complete the required information about yourself, your condition, education, training and work experience. You will be given an opportunity to review/edit your information at the end of these sections. Once you confirm everything is correct, select *Continue*.
6. Print and complete the **Employee Authorization and Attending Physician forms**
7. Certify that you read the fraud warning and then select *Submit Claim*
8. Upload your completed forms by clicking on *Upload a Long-Term Disability claim document* (located on the home page of your account) or send them to Sun Life by fax or mail.

Filing your claim by fax or mail

1. Visit www.sunlife.com/us
2. Under *Client support*, select *Find a form*
3. Select *Long-Term Disability* from the drop-down menu¹
4. Complete and print the **Long-Term Disability Claim—Employee's Statement, including Authorizations and Reimbursement Agreement**
5. Include a copy of your photo ID (e.g., license or passport) when you submit all completed paperwork to Sun Life
6. Ask your employer to complete the **Long-Term Disability Claim—Employer's Statement** and then submit the completed form and a job description to Sun Life
7. Ensure that your doctor completes the **Long-Term Disability Claim—Attending Physician's Statement**. It is your responsibility to make sure that the form is completed and submitted to Sun Life in order for us to evaluate your claim request.
8. Submit your completed forms to Sun Life by fax or mail.

For New York:

Fax: 781-235-0784

Mail: Sun Life and Health Insurance Company (U.S.)
Group Long-Term Disability, SC 3208
One Sun Life Executive Park
P.O. Box 81830
Wellesley Hills, MA 02481

For all other states:

Fax: 781-304-5537

Mail: Sun Life Financial
Group Long-Term Disability, SC 4328
One Sun Life Executive Park
P.O. Box 81830
Wellesley Hills, MA 02481



One Sun Life Executive Park
Wellesley Hills, MA 02481

www.sunlife.com/us

What happens next?

Review

Once we receive your completed claims information, a claims professional will evaluate your long-term disability claim. During the evaluation process, we will request additional information from your treatment providers and may also contact your employer for clarification of occupational requirements.

Determination

You can check your claim and payment status or see if there are messages posted about your claim by logging into www.sunlife.com/account, clicking on *Check disability claims status* and then entering your claim number and Social Security number.

All inquiries or follow-up questions can be directed to Client Services at 800-247-6875, Monday through Friday, from 8 a.m. to 8 p.m. ET.

1. If in New York, browse the list under "Employee benefits forms - if located within New York."

Group insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states, except New York. In New York, group insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Lansing, MI). Product offerings may not be available in all states and may vary depending on state laws and regulations.

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