

How to file your short-term disability claim

1. Contact your employer to report your short-term disability (STD) and check whether you are eligible to file a claim for STD benefits. If filing your claim by phone, we can check your eligibility.



2. There are many ways to file a claim. Whichever method you choose, you are responsible for completing the **Employee Statement**, and having your healthcare provider complete the **Attending Physician Statement**, which can be sent back to Sun Life directly or returned by you. We may also need:



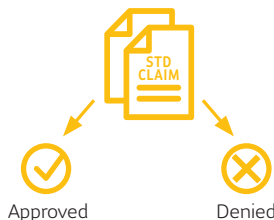
- ✓ Employee Authorization Form, which allows Sun Life to obtain additional medical information on your behalf
- ✓ Medical treatment notes or test results
- ✓ Car accident report

If not filing your claim online, you can find paper STD claims forms on www.sunlife.com/us, under Client Support. You can also contact Sun Life by phone or email to obtain these forms.

3. Your employer will complete the **Employer Statement** and will return it directly to Sun Life. Follow up to ensure your employer has completed this.



4. As soon as we received the completed Employee Statement, Attending Physician Statement, and Employer Statement, an STD claims specialist will review your claim.



We may ask you, your healthcare provider, or your employer for more information before we make a decision and notify you in writing.



5. If approved for short-term disability benefits, you will receive payments through the date on which benefits are approved. If denied, we will provide the reasons for our decision. You may appeal this if you disagree with this decision.



Ways to file your STD claim

By phone
800-247-6875,
Monday through Friday,
8:00 a.m. to 8:00 p.m. ET



By mail
Mail paperwork to:
Sun Life Financial
ATTN: Group STD Claims
P.O. Box 81915
Wellesley Hills, MA 02481



By Fax
Fax paperwork to:
781-304-5599



By email
Email paperwork to:
myclaimdocuments@sunlife.com



Online*
Log into
www.sunlife.com/account
and under tab "My Claims,"
click on "File a disability
claim online"



*Online claims submission is not available in NY.