

DISABILITY, ABSENCE MANAGEMENT, PFML AND ADA ACCOMMODATION

How to submit your claim

Sun Life provides easy access and steps to assist you with submitting your disability and absence claim¹ as well as your request for a workplace accommodation.

1. Submitting your absence claim or ADA workplace accommodation online.

We have an easy to follow online tool that walks you through the claim submission process. To get started, sign in to your Sun Life account at www.sunlife.com/account and click on "Submit a claim."

Submitting your absence claim or ADA workplace accommodation request by phone. Call our toll-free number, 888-444-0239, Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.



2. Review your acknowledgment packet.

After we receive your claim, we will send you an acknowledgment packet that will contain:

- Acknowledgment letter
- Certification form
- Instructions on next steps
- Rights and Responsibilities notice (absence only)



3. Send complete forms to us.

You will need to complete the forms provided in your acknowledgment packet. You can send them back to us using the methods below. Please be sure to include your name and claim number (e.g. NTN-12345).

Online: www.sunlife.com/account (absence only)

Email: myclaimdocuments@sunlife.com

Fax: 781-304-5599

Mail: Sun Life
P.O. Box 81915
Wellesley Hills, MA 02481-0011

Your case specialist will notify you if additional information, forms or certifications are required.



4. Claim management and review.

A case specialist will review your claim as soon as we receive all completed forms and paperwork.

For your absence claim:

- We will contact you with our claim decision as well as send a letter explaining the details of our decision.
- If you're taking an intermittent absence and you need additional time than originally approved, you need to re-certify your request.

For your ADA workplace accommodation request:

- Your accommodation consultant will contact you to explain the process and next steps.



During the claim submission process, we will ask you for the following information:

- Why you're requesting an absence or workplace accommodation
- Whether your absence request is for a continuous, intermittent or reduced schedule
- Information about the treating healthcare provider(s)
- Dates expected to be absent from work, if applicable (estimated dates are ok)

For information about your claim, sign in to your Sun Life account at www.sunlife.com/account and click on "Track claim status" or call us at 888-444-0239, Monday through Friday, 8 a.m. to 8 p.m. ET.

When calling please reference your claim number.

1. "Absence" includes Sun Life Absence and state paid family and medical leave administered by Sun Life.