

LONG-TERM DISABILITY

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.

Tip: To evaluate your claim request, you must complete all required claim forms and submit them to Sun Life.

File your claim online — it's the quickest and easiest way

1. Visit www.sunlife.com/account
2. Click *Submit a claim*
3. Complete the required information about yourself, your condition, education, and training and work experience. You will be given an opportunity to review/edit your information. Once you confirm everything is correct select *Continue*.
4. Certify that you read the fraud warning and then select *Submit*.
5. Download or print any necessary forms. Ensure your healthcare provider completes the **Long-Term Disability Claim – Attending Physician's Statement** and submits it to Sun Life.
6. Your claim will appear under "View claim status" within 1-2 business days. There you can track the status of your claim and upload any completed forms or documents. You can also send them to Sun Life by fax, email or mail.



File your claim by fax or mail

1. Visit www.sunlife.com/findaform
2. Select *Long-Term Disability* from the drop-down menu
3. Complete and print the **Disability Claim Statement – Employee**
4. Ask your employer to complete the **Disability Claim Statement – Employer** and then submit the completed form and a job description to Sun Life
5. Ensure that your healthcare provider 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.
6. Submit your completed forms to Sun Life by email, fax, mail or online.

Online: www.sunlife.com/account

Fax: 781-304-5537

Email: myclaimdocuments@sunlife.com

Mail: Sun Life
Attn. Group Long-Term Disability
P.O. Box 81830
Welesley Hills, MA 02481

What happens next?

Review

Once we receive your completed claim 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.

You can check your claim status online through your Sun Life account at www.sunlife.com/account.

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. 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.

© 2024 Sun Life Assurance Company of Canada, Wellesley Hills, MA 02481. All rights reserved. The Sun Life name and logo are registered trademarks of Sun Life Assurance Company of Canada. Visit us at www.sunlife.com/us.

GLTDH0-EE-230-H2-ac ER stmt 04/24