

How to submit your claim

Sun Life provides easy access and steps to assist you with submitting your disability claim and/or state paid family and medical leave administered by Sun Life.

1. Submitting your claim 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 claim by phone. Call our toll-free number, 866-806-3619,

Submitting your claim by mailing paper forms.

on www.sunlife.com/us by selecting "Find a form" or by contacting us at 866-806-3619.

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

- Acknowledgment letter
- Instructions on next steps

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 or 0123456709000).

Online: