

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.



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. Visit www.sunlife.com/account
2. Click *Submit a disability/absence 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. To complete your claim, you'll need to print out some additional forms that you and your healthcare provider will fill in.
6. Submit your completed forms to Sun Life by email, fax, mail or online.

Filing 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. 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.
5. Submit your completed forms to Sun Life by email, fax, mail or online.

Fax: 781-304-5537

Email: myclaimdocuments@sunlife.com

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

Online: www.sunlife.com/account



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 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, except New York, under Policy Form Series 93P-LH, 15-GP-01, 12-DI-C-01, 12-GPPort-P-01, 12-STDPort-C-01, 16-DI-C-01, TDBPOLICY-2006, and TDI-POLICY. In New York, group insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Lansing, MI) under Policy Form Series 15-GP-01, 13-GP-LH-01, 13-LTD-C-01, 13-STD-C-01, 06P-NY-DBL, 12-GPPort-01, and 12-STDPort-C-01. Product offerings may not be available in all states and may vary depending on state laws and regulations.

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GLTDHO-EE-230-H2-y (sans ER stmt) 01/23