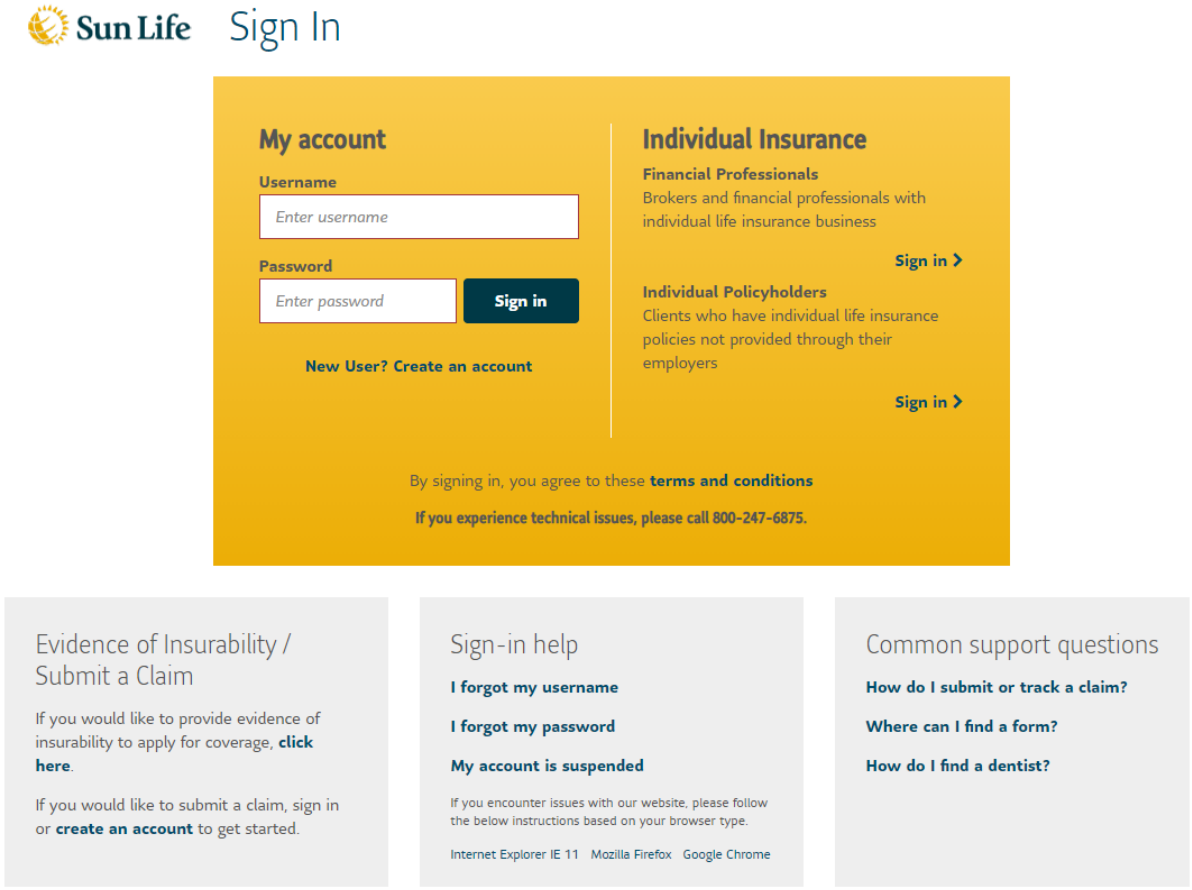
How to submit an Accident, Cancer, Critical Illness or Hospital Indemnity claim online

Step 1:

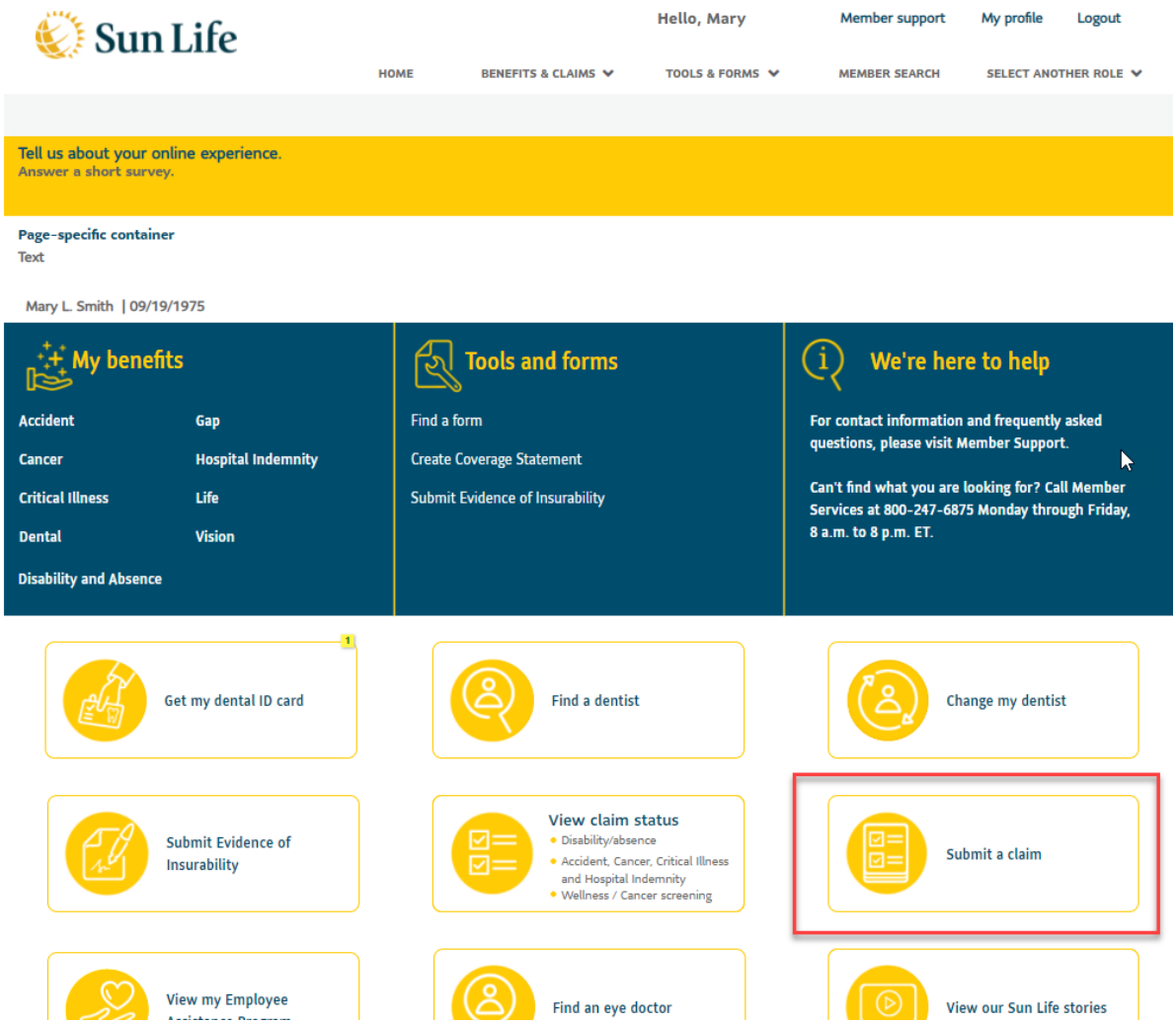
Sign in to your Sun Life member account – www.sunlife.com/account

- You can sign in from a desktop, tablet or mobile device.
- If you don't have an account, you can create one at www.sunlife.com/createaccount



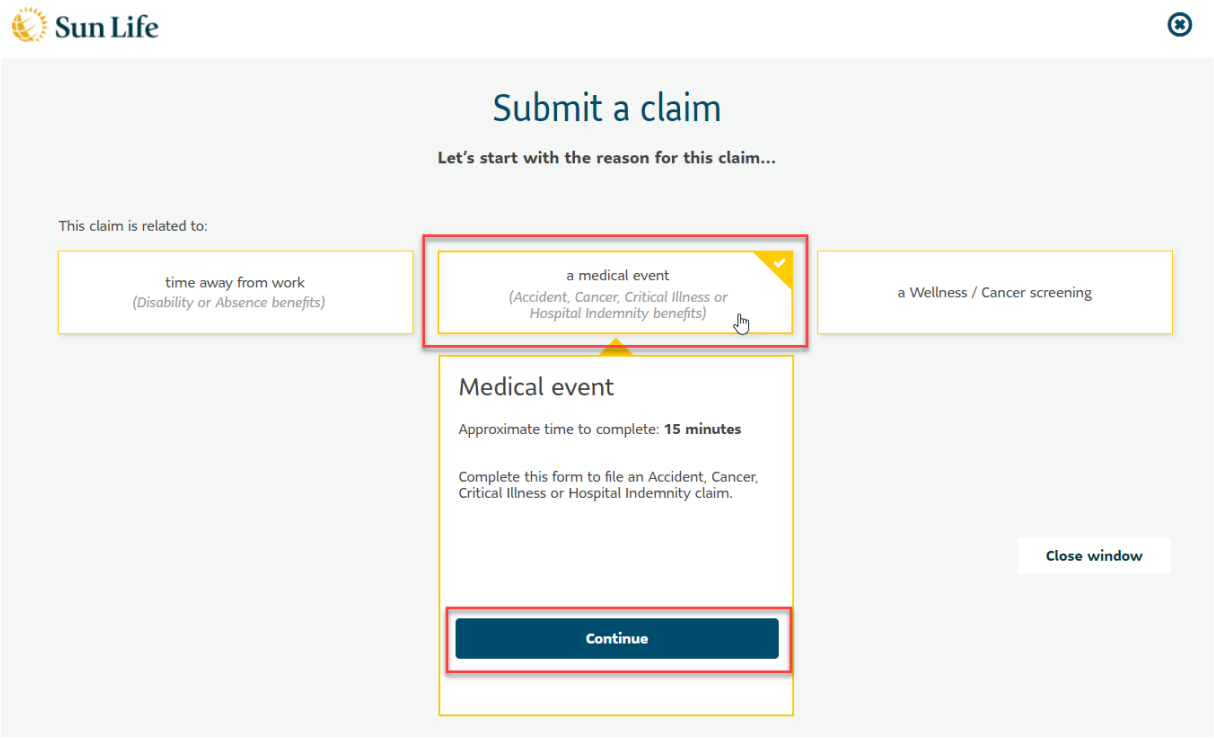
Step 2:

From the member home page, select **“Submit a claim”**



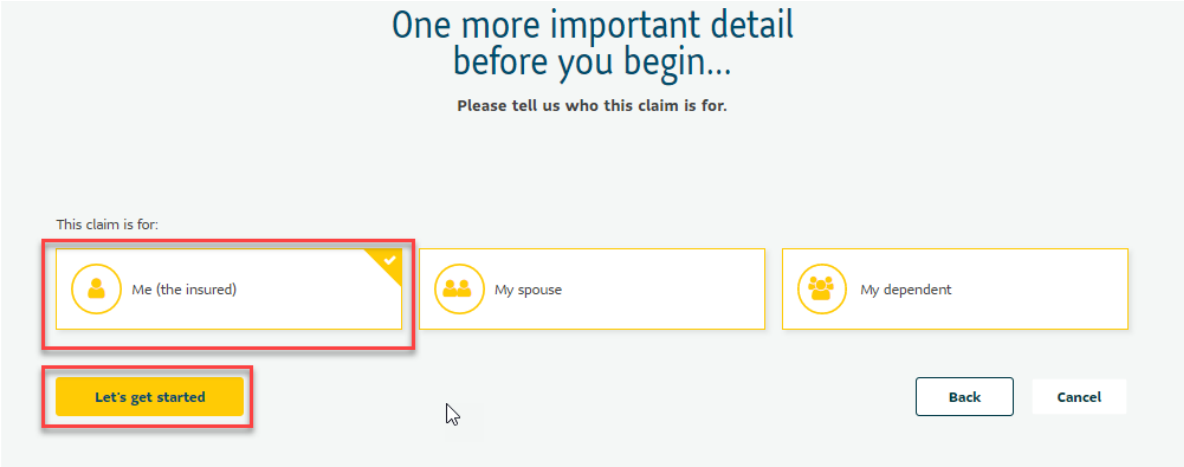
Step 3:

Select the box for a **medical event** and click **Continue**



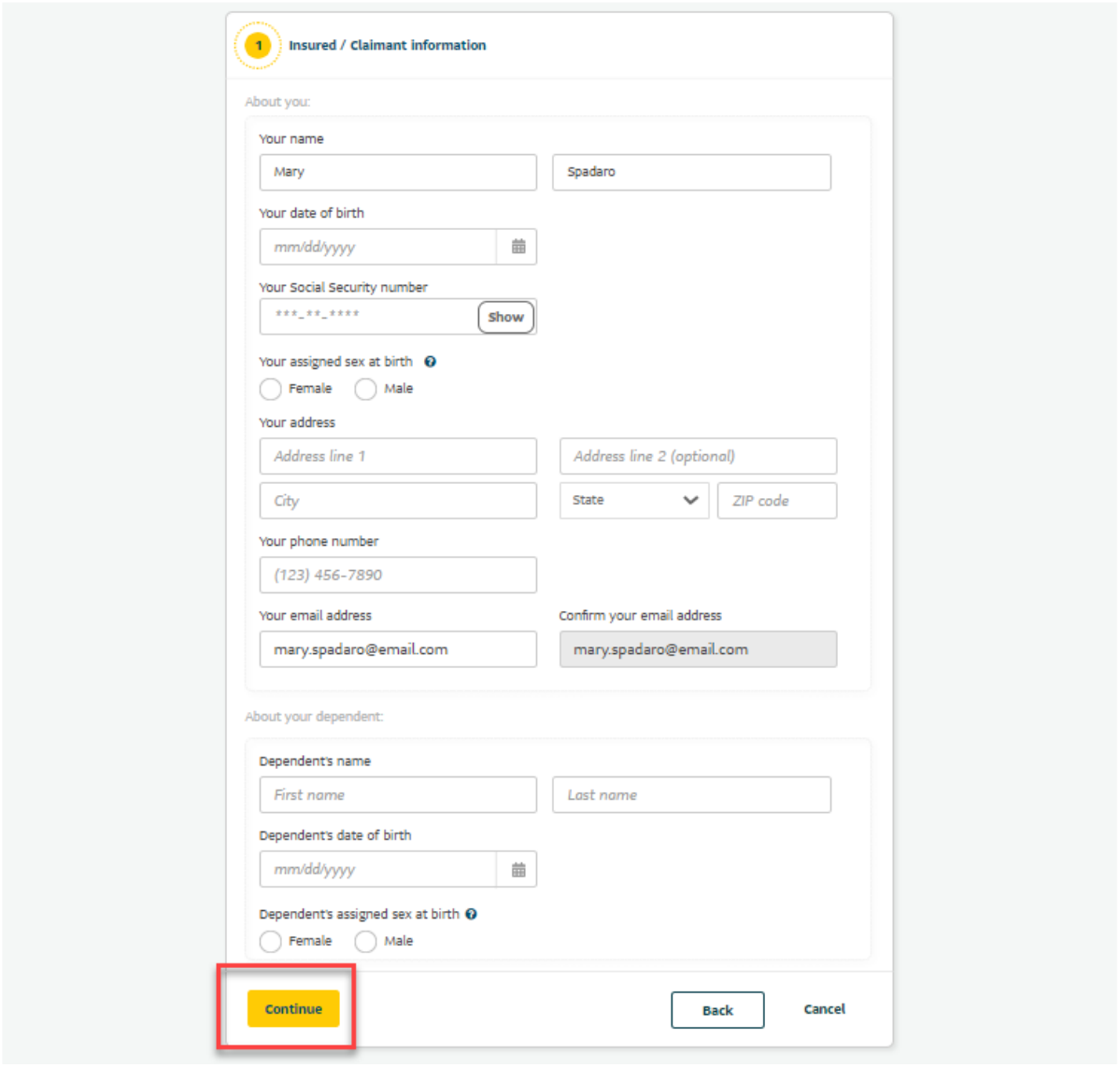
Step 4:

Choose who this claim is for, and then click **Let's get started**



Step 5:

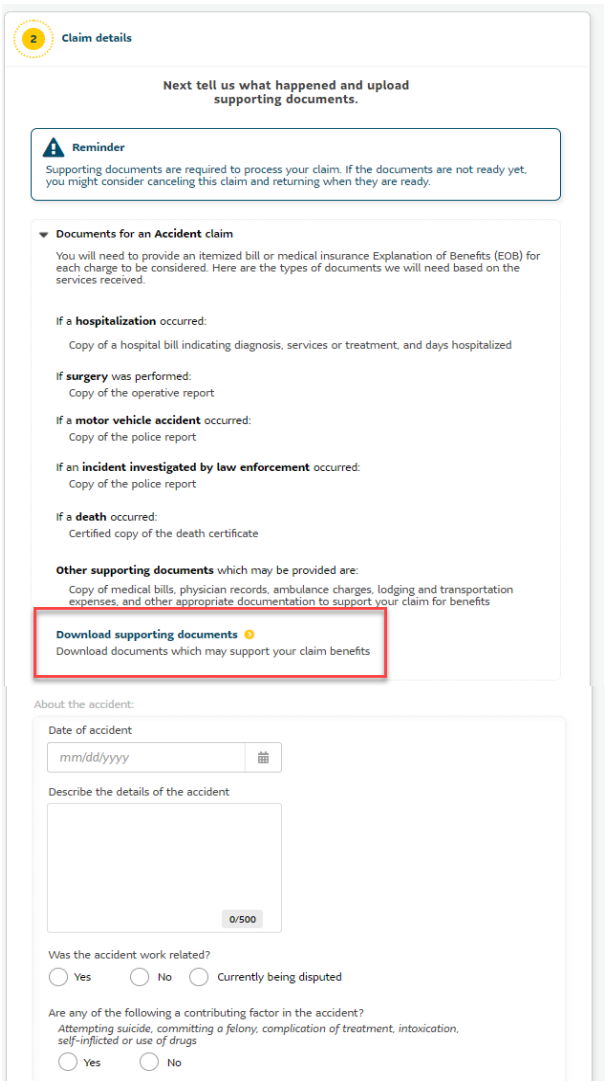
Enter the details for the Insured / Claimant and then click Continue

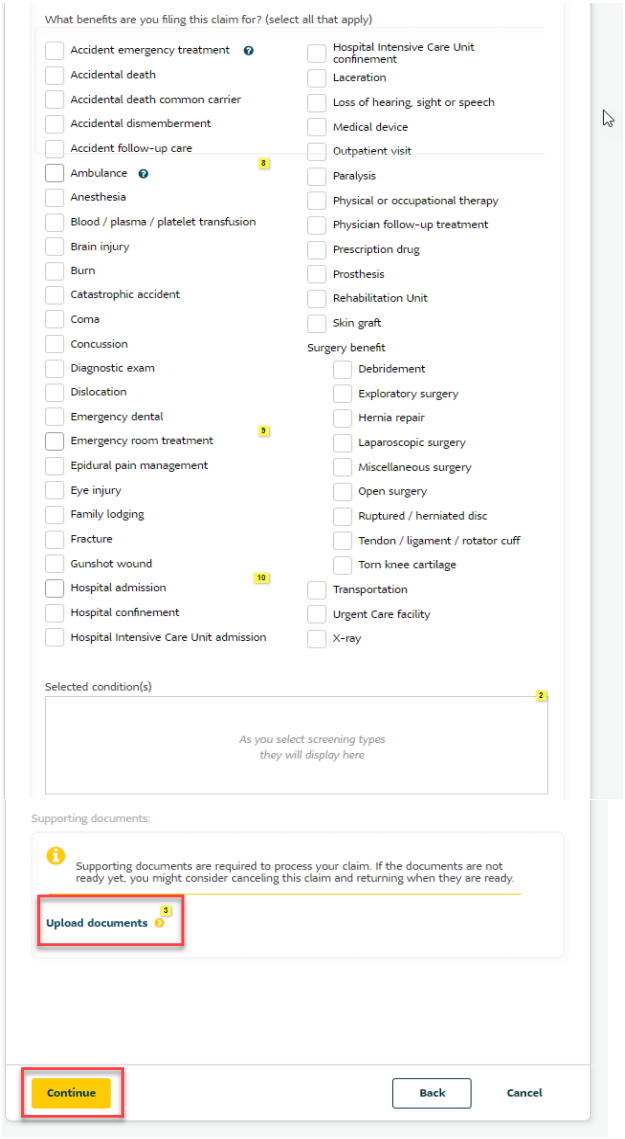


Step 6:

Next, provide us details of this claim, and upload any relevant documents to support this claim. Click **Continue** once you've entered all details.

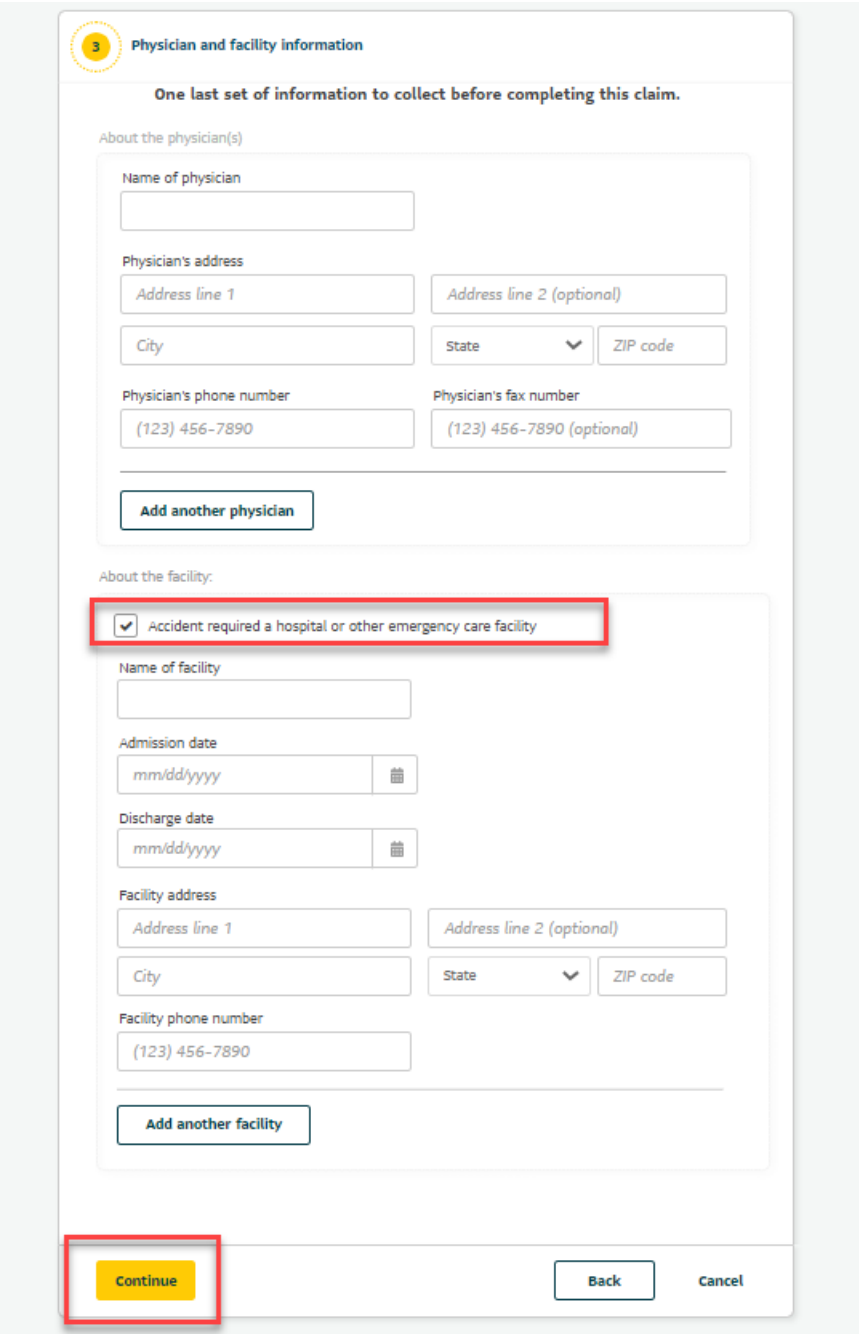
**Note: the screens displayed in steps 6 & 7 will be different based on the product you are submitting a claim for. The examples below depict Accident submission only.





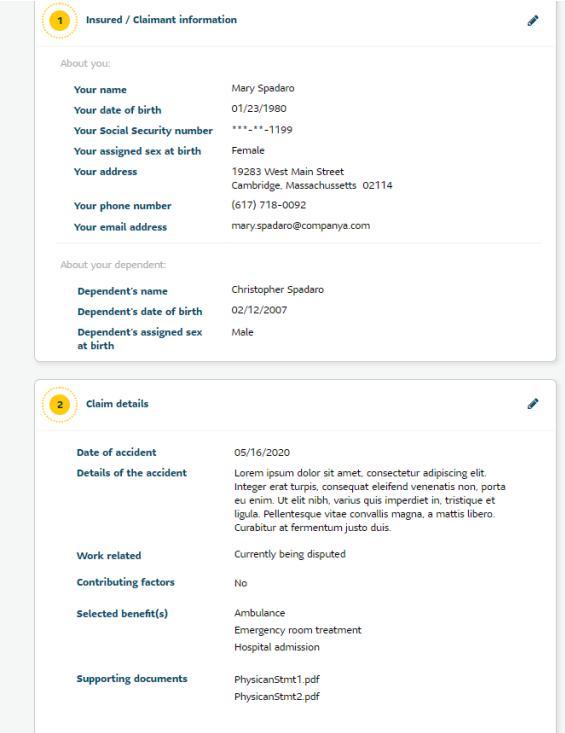
Step 7

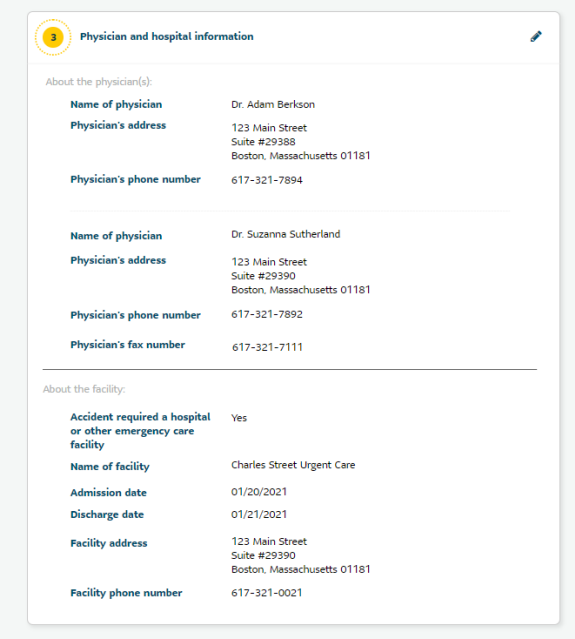
Enter the Physician and facility details. To enter a facility, select the **Accident required a hospital or other emergency care facility** box. Then, click **Continue**

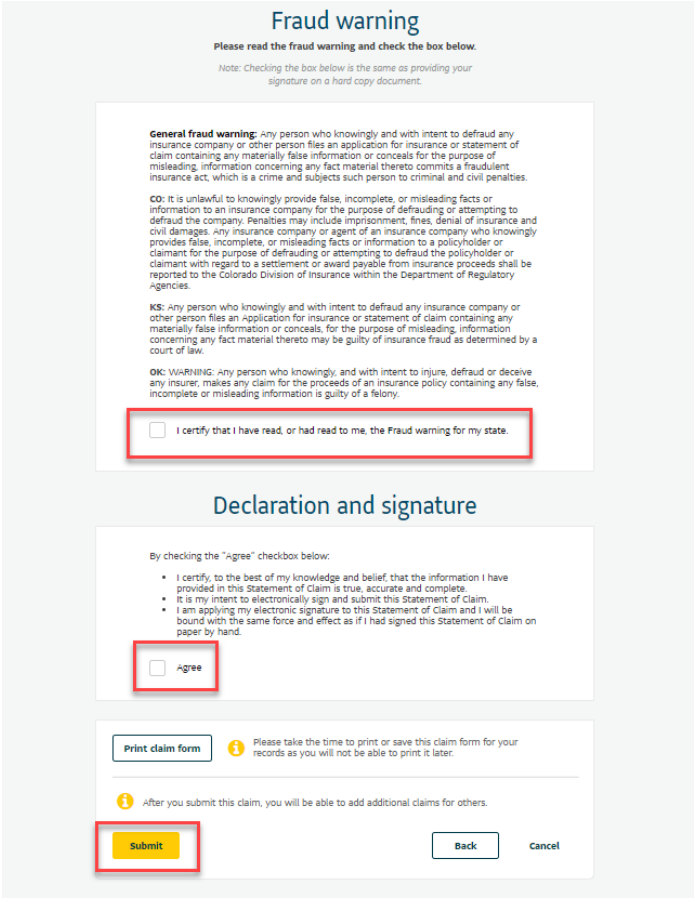


Step 8:

Confirm your responses, acknowledge the **Fraud warning** and the **Declaration and signature** and then click **Submit**







Step 9:

Select, Yes, let's start a new claim to initiate another claim or click Close window if you have completed your claims submissions