



Fact sheet

Life block size (as of December 31, 2010)¹

- Business in force \$608.7m
- Customers 22,318
- Covered lives 5.3m

Solid plan features

- Available to employers with 2 to 25,000+ lives
- Flexible benefit schedules
- Guaranteed issue limits available up to \$1.2M
- Benefit maximums available up to \$2M
- Automatic Waiver of Premium application submission for employees with Life and LTD from Sun Life Financial
- Accelerated Benefits—for terminally ill employees
- AD&D coverage
- A choice of Value-Added Services, including Emergency Travel Assistance with ID Theft Protection, or Online Will Preparation with Claimant Support²
- EAP and Work-Life Services³
- Portability and conversion
- Waiver of Premium with zero-day elimination period is standard

Ability to make things easy

Money-back service guarantees⁴

- 100% of claims processed within 10 business days (once we receive complete claim documentation)
- Requests for additional information sent within 5 business days
- 100% processing accuracy
- 1-day response time to customer phone calls, letters, and e-mails
- 100% customer satisfaction

Online claims submission and claims status

In addition to all the robust e-capabilities, we provide:

- Customers can track Evidence of Insurability (EOI) online
- Employees can submit EOI online

Focus on personal service

- Local service from 34 sales and service offices located across the country
- Each customer is assigned a knowledgeable and responsive account manager to install the case and respond to any question, large or small

Claims expertise

Universal claims promise

- 100% across-the-board promise from all our expert claims professionals
- Treat employees with empathy and respect
- Act with integrity
- Apply the same claims review standards every time
- Make prompt payment of all eligible claims
- Provide clear and concise communication
- Focus on customer needs

Caring, experienced life claims analysts

- Life claims examiners that have significant experience and are sensitive to the needs of families facing the loss of a loved one or to an employer facing the loss of a valued employee
- Teams of experts that carefully analyze each case—from accelerated benefits examiners to medical claims examiners to Waiver of Premium examiners, and more

International Financial Strength

About Sun Life Financial

- Sun Life Financial provides protection to millions of people on six continents
- A member of the Forbes Global 2000 (236)⁵
- Independent ratings place us among the top of the financial sector in North America
- Providing Life benefits in the U.S. since 1924

To learn more, call your local Sun Life Financial group representative today.



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GLFL-069
SLPC 22098 6/10 (exp. 6/12)

1. Combined block size for Sun Life Assurance Company of Canada, Sun Life Insurance and Annuity Company of New York, and Sun Life and Health Insurance Company (U.S.).
2. Choice of service packages available to non-contributory Basic Life groups of 10 or more underwritten by Sun Life Assurance Company of Canada or Sun Life Insurance and Annuity Company of New York. All other groups automatically receive the Emergency Travel Assistance with Identity Theft Protection package. Emergency Travel Assistance and Identity Theft Protection provided by Assist America. Claimant Support Services and Online Will Preparation provided by CompSych.
3. Services provided by third-party vendor.
4. If we do not meet these service standards, the policyholder is given a refund as a percentage of premium. Applies only to group products underwritten by Sun Life Assurance Company of Canada and Sun Life Insurance and Annuity Company of New York. Certain limitations apply.
5. www.forbes.com, 2010.

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