

Key contacts to help you

Personalized contact list for WMC Block, policy Multiple.

Contact Information	
Jennifer Nevin Client Advocate, Small Market 816-881-8485 jennifer.nevin@sunlife.com	Additional Contacts Michael Buhl Senior Group Sales Consultant 2622024228 Michael.Buhl@sunlife.com Fanne Pollalis Employee Benefits Internal Specialist 8168818436 fanne.pollalis@sunlife.com
Service	
	Sun Life Client Services Mon. – Fri.; 8 a.m. to 8 p.m. ET 800-247-6875 E-mail: clientservices@sunlife.com
Billing	
	General E-mail: clientservices@sunlife.com Member Updates: customeradvocacy@sunlife.com Online: www.sunlife.com/account Fax: 888-888-8178 (updates) Fax: 781-431-7472 (other billing docs)
Eligibility	
	E-mail: customeradvocacy@sunlife.com Fax: 888-208-2323 Online: www.sunlife.com/account
Broker services	
	800-440-1311 Licensing: Option 1 Commissions: Option 2

Electronic data exchange

Contact us if you need help establishing EDX (electronic data exchange) for policy or claims administration. We can work with most group sizes and most coverages.

E-mail: EDX@sunlife.com

Claims

Life

800-247-6875

Mon. – Fri.; 8 a.m. to 8 p.m. ET

Fax: 800-979-5128

Sun Life

Group Life Claims

One Sun Life Executive Park

PO Box 81365

Wellesley Hills, MA 02481

Short-Term Disability

800-247-6875

877-932-7287 (STD only)

Mon. – Fri.; 8 a.m. to 8 p.m. ET

Fax 781-304-5599 (STD)

Fax 781-304-5519 (SunAdvisor – Sun Life provides administrative services only)

Online

Employees can submit an STD claim online and track status at www.sunlife.com/account.

Benefits Administrators can track claims, see claims history, and complete employer section of claims packet at www.sunlife.com/account.

Long-Term Disability

800-247-6875

Mon. – Fri.; 8 a.m. to 8 p.m. ET

Fax: 781-304-5537

Sun Life

Long-Term Disability / CI

One Sun Life Executive Park

PO Box 81830

Wellesley Hills, MA 02481

Employees can submit an LTD claim online and track status at www.sunlife.com/account

Accident, Cancer, Critical Illness, Hospital Indemnity

877-820-5306

slfworksitclaims@yourbenefitexpert.com

Sun Life

PO Box 9757

Portland, ME 04104

Claims		
	Dental PPO: 800-442-7742 Prepaid: 800-443-2995 Fax: 563-242-0184 Sun Life PO Box 311 Milwaukee, WI 53201-0311	Vision 800-877-7195 www.vsp.com
Renewals		
	Michael Buhl Senior Group Sales Consultant 262-202-4228 michael.buhl@sunlife.com	
Web resources		
www.sunlife.com/us	Our website where clients can learn about us and do business with us. Brokers, employers, plan members and dental providers can access secure features to manage and administer benefits, submit and track claims, and make updates to their account information.	

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