



September 23, 2016

New provider of travel assistance services

Dear Policy Owner,

Starting on October 3, 2016, our provider of emergency out-of-country and out-of-province travel assistance services will be AZGA Service Canada Inc. (Allianz Global Assistance), replacing our current provider, Europ Assistance USA, Inc. Our goal is that this transition will be a seamless experience for you, therefore, all of the services that you currently receive will remain the same.

We will be updating your travel card with the new provider information. The new cards will be available on **mysunlife.ca** and my Sun Life Mobile app as of October 3, 2016.

We have prepared some Frequently Asked Questions (FAQ) to help answer any questions you may have about this change. If you have any additional questions, please contact one of our Customer Service Representatives toll-free at 1-877-786-5433, Monday to Friday, 8 a.m. to 8 p.m. ET.

FAQ

Q: What happens to the telephone numbers I call if I need out-of-country or out-of-province assistance on the date of transition to Allianz?

A: Following the transition, the phone numbers that you see on your travel card or coverage guide will be updated. However, the telephone numbers you currently use to call for travel assistance will remain active after October 3, 2016.

Q: Will my out-of-country and out-of-province coverage remain the same?

A: Yes, the coverage you have will remain the same; all that will change is the provider delivering the emergency travel assistance service.

Q: What happens if I am dealing with an out-of-province or out-of-country emergency during the date of transition?

A: If your emergency started on or before October 2, 2016, Europ Assistance USA (EA) will begin and continue to manage your medical emergency until it is completed. Allianz will handle any medical emergency calls starting October 3, 2016 or after. If you call Allianz regarding a medical emergency managed by EA, Allianz will transfer your call to EA for continued assistance.

Q: Will my existing travel benefit card be valid after October 3, 2016?

A: Yes it will. The most important information on your card is your policy number, which will remain the same. Your new travel benefits card will list Allianz as the service provider and contain the new telephone numbers. However, the telephone numbers on your current card will remain active after October 3, 2016.

Q: What do I do if I didn't call at the time of emergency and I have a claim to submit?

A: You have 30 days to submit your claim upon your return to your home province, using the existing Sun Life Extended Health Care claim form. This can be mailed to the Sun Life office nearest you:

Sun Life Assurance Company of Canada **OR**
PO Box 11658 Stn CV,
Montreal QC H3C 6C1

Sun Life Assurance Company of Canada
P.O. Box 2010 Stn Waterloo,
Waterloo, ON N2J 0A6

Sincerely,

Sun Life Financial

Life's brighter under the sun

Benefits are offered by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.

AA-1015-PPAO-PolicyLetter