



February 11, 2011

**To the employees of the York University**

Sun life has been, and is currently experiencing delays in the processing of medical and dental claims. Our standard is to process 95% of the medical and dental claims within seven calendar days, but we are not meeting these standards. While many claims are paid within seven calendar days, higher claim volumes and staff training on new claims processing technology have caused delays.

To eliminate mailing time and delays in processing your claims may we suggest that you take advantage of our on line claims processing at [www.mysunlife.ca](http://www.mysunlife.ca). On line claiming allows you to claim most medical and dental claims on line as well as direct deposit of claims payments into your bank account. Once you are registered for direct deposit, all claims, regardless of how they are received by us can be deposited directly into your bank account. This will normally occur within 48 hours of your claim being processed.

Maintaining our service levels is Sun Life's **top priority**. Sun Life's Senior Management team has developed a very specific action plan for reducing our claims backlog which includes a number of different initiatives. We expect to return to our target service levels by mid March.

Paying claims in a timely and accurate manner is an important responsibility and we know how critical our claims services are to you.

We sincerely apologize for any inconvenience that may have resulted due to delays in processing.

Derrick March  
Regional Vice-President, National Accounts  
Central Region, Group Benefits