Womble Bond Dickinson (US) LLP
Policy #963291

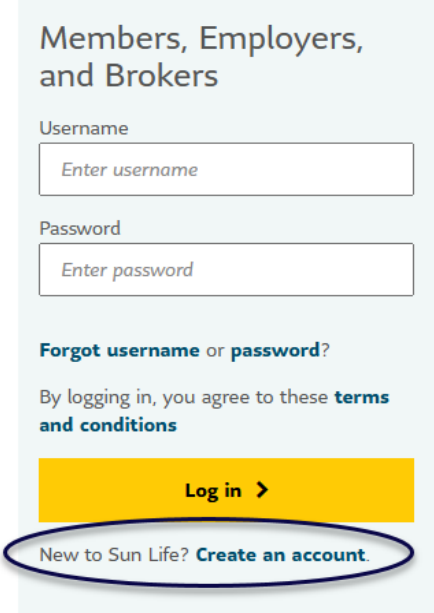
Online Services for Members

With your Sun Life account, you can access your personal plan information, submit and view claims, and apply for Evidence of Insurability. It's mobile friendly too!

If you have questions or need assistance registering for your account, call us at 800-247-6875
Monday through Friday from 8 a.m. to 8 p.m. ET.

Creating your account

1. Navigate to our secure website at www.sunlife.com/account.
2. On the Sign In page, select *New User? Create an account.*



3. Enter your name and email address, and then click *Continue*. You will receive an email from Sun Life to verify your email address.
4. Click the link provided in your email verification and you will receive additional screens to complete your account registration.
5. Select *Member* for the type of account you need. Select your primary reason for registering and we'll present identifying options that will work for your registration type, such as Social Security Number, Member ID, Employee ID, claim number, or policy number.

Tips for selecting your reason for registering

Access dental or vision benefits - only available after your effective date; will need your Social Security Number or Member ID

Submit an EOI - select this before your effective date to submit EOI; you will need to upgrade your account after the effective date to see your full benefits

Submit/manage claims - only available after your effective date; do not select this option if you have dental insurance

View benefit information - only available after your effective date; will need your Social Security Number or Member ID

6. Complete steps 2-4 requesting personal information, account security, and then accept the terms and conditions. Click *Continue*.
7. You will receive a confirmation page letting you know your registration is complete.

   Note: You will be prompted to enroll in two-step authentication which provides an added layer of security to your account.

Forgot your Username?

1. Navigate to our secure website at www.sunlife.com/account.
2. Under Sign-in help, click *I forgot my username*.
3. Enter the email address associated with your username.
4. Answer security questions correctly.
5. Receive your username on the next page.

Forgot your password?

1. Navigate to our secure website at www.sunlife.com/account.
2. Under Sign-in help, click *I forgot my password*.
3. Enter your username and submit your request.
4. Answer security questions correctly.

   If you are unable to correctly answer the questions, please contact us at 800-247-6875 for assistance.
5. Enter a new password using the following criteria:
   - Contains 8 to 40 characters including at least one number, one lowercase letter, one uppercase letter, and one special character (e.g. ! @ # ?).
   - Does not have any spaces.
6. Receive confirmation that your password has been reset.

Tips for selecting your username and password

Username
Your Username must have 8 to 30 characters with no spaces or special characters.

Password
Your password must have 8 to 40 characters, including at least one number, one lowercase letter, one uppercase letter, and one special character (e.g. ! @ # ?). Password cannot have any spaces.

©2025 Sun Life Assurance Company of Canada, Wellesley Hills, MA 02481. All rights reserved.The Sun Life name and logo are registered trademarks of Sun Life Assurance Company of Canada.
WHO-6677Member-i (03/25)