Member Enrolment Tool – Member Guide
This guide will help you understand and navigate mysunlife.ca and our online enrolment system.

At Sun Life Financial we make it easy to enroll in your benefits plan. With our password-protected my Sun Life website, you can select and change your benefits quickly and easily.

You can:
- enroll for your group benefits online as a new employee
- add your dependents and make your health and dental choices
- view your coverage summary
- request additional optional life insurance for you, your spouse and children

You can sign on to enroll in your Mount Royal University benefits plan anytime between 7 a.m. and 12 a.m. Monday to Friday (ET) during the communicated enrolment window.

TIP:
Throughout the Group Benefits Enrolment tool, you will see underlined text that will link you to more information if you need it.

What you need to start

HARDWARE AND SOFTWARE

To enrol in your benefits, all you will need is the most recent version of your web browser, your Access ID and password. Your Access ID works for all Sun Life Financial sites, making ongoing access easy and convenient. If you have not previously registered for mysunlife.ca, you will need to follow the steps below. If you have already successfully registered, you can log in and jump to page 10 of this guide.

The enrolment needs to be completed on a computer (not on a mobile device).

Registering for your access ID and password

REGISTRATION IS EASY!

Follow these steps to register for secure online access to your Sun Life account. Your Plan number is 100602 and member number is your MRU employee number from your Mount Royal One Card.

1. Go to mySunLife.ca and select Register under the “Sign-in” button.
2. Enter your first name, last name, and email address.
3. Create your password.
4. Select a verification question and answer so we can verify your identity if you forget your password. Choose a question and answer that you’ll remember.
5. Enter your date of birth and postal code.

   - If we have an email address on file from your employer, we’ll email you a temporary registration code, which will be available for 48 hours. When it arrives, enter the registration code to complete your registration.
   - If we don’t have an email address on file, a temporary registration code will be mailed to you. Once you receive the code in the mail, you can complete the registration process by logging in to mySunLife.ca using the email address and password you originally selected.

If you have any problems completing the registration process, please call us at 1-800-361-6212 and we’ll be happy to help.
Note: Please print and retain your Access ID as you will still need to use your numerical Access ID when you call our Client Care Centre or use our automated telephone system.

ALREADY A SUN LIFE PLAN MEMBER?

If you’ve been a Sun Life member with a previous employer, or have your own personal Sun Life account, you can use your existing access ID and password.

You can use the same Access ID (or friendly email address) and password for both your Group Benefits and Group Retirement Services accounts if both are with Sun Life Financial.

FORGOT YOUR ACCESS ID OR PASSWORD?

Select the I forgot my Sign-in ID or I forgot my password link at mySunLife.ca or call 1-800-361-6212. If you have any questions, just contact us!

Once you’ve registered you can follow the easy step-by-step process to select your group benefits as long as you do so within your assigned enrolment period.
Using the online Group Benefits Enrolment tool

Once you have an Access ID and password:

- Visit mysunlife.ca and enter your Access ID and password
- Select Sign-in
- Under the Benefits section, click on the Enrolment and coverage summary link to take you to the Welcome to group benefits enrolment page. Select Enrol to begin the process.
STEP 1 — CONFIRM YOUR PERSONAL INFORMATION

You should review your Personal information and your family information to ensure it is correct. If anything is incorrect, contact benefits@mtroyal.ca (This will not prevent you from continuing with the enrolment process).

TIP:
• You can name a beneficiary to receive your Life Insurance benefit in the event a benefit becomes payable.
• If you do not name a beneficiary, the benefit would be paid to your estate.
• You were asked to complete a beneficiary form at your orientation. Once your benefits are active you will see this information on MyMRU – Employee page - Benefits Statement.
STEP 2 — MAKE YOUR BENEFITS SELECTIONS
From here, you should select the level of coverage you want for each benefit. Choose the cost display frequency from the drop down menu, at the top left of the screen. The amount will appear in the section you are currently in. As you continue to make selections, the accumulated amount of all selections together will be reflected in the top right corner next to the shopping cart.

When you’ve made your choices select **Next**.

Check that all your entries are correct and select **Submit** at the bottom of the page.
Next you will need to read and agree to the ‘Declarations and authorizations’. You must scroll to read it entirely, and then you must click on the ‘I agree’ box then click Continue.
STEP 3 — REVIEW THE NEXT STEPS

(Only include this section if there are benefits that requires approval on the plan)

*If any benefits are shown as ‘Pending coverage’ on this summary,* you or your spouse will need to complete a ‘Health Statement’ form in order to be approved for coverage. If this applies to you, print the form by selecting Health Statement.

Complete the form and send to the addresses below:

<table>
<thead>
<tr>
<th>Montreal address:</th>
<th>Waterloo address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sun Life Assurance Company of Canada Medical Underwriting Private and Confidential PO Box 11691 Stn CV Montreal QC H3C 3J9</td>
<td>Sun Life Assurance Company of Canada Medical Underwriting Private and Confidential PO Box 578 Stn Waterloo Waterloo ON N2J 4B8</td>
</tr>
</tbody>
</table>

Once we receive your Health Statement, we will contact you to let you know if your application is approved, and if so, your payroll deductions will be adjusted accordingly.

**To name a beneficiary or update your existing nomination**

Select Beneficiary form to print a Beneficiary Nomination Form. Please complete and sign the Beneficiary form and send according to the instructions on the form.
Required next steps

Health Statement

You have made benefits selections that require further approvals. You must complete and submit your Health Statement information before the requested coverage can be assessed for approval.

Health Statement (PDF)

Name your beneficiary

To add or update your beneficiary designation, please return a completed, signed and dated Beneficiary form.

Beneficiary form

Available options

View your coverage summary

Name your beneficiary

To add or update your beneficiary designation, please return a completed, signed and dated Beneficiary form.

Beneficiary form

Available options

View your coverage summary
**STEP 4 — REVIEW YOUR COVERAGE SUMMARY**

To see your coverage summary, select the **View your coverage summary** button at the bottom left of the page. Available to review, print or save as a PDF for your record. Once you close the PDF, select **Done**.

**Sample of PDF**

![Sample of PDF](image-url)
Once you select **Done**, you will receive an important message box. If you have printed everything you need select **Exit** to complete your online enrolment.

If not, select **Go back and review**.
Respecting your privacy

Respecting your privacy is a priority for the Sun Life Financial group of companies. We keep in confidence personal information about you and the products and services you have with us to provide you with investment, retirement and insurance products and services to help you meet your lifetime financial objectives. To meet these objectives, we collect, use and disclose your personal information for purposes that include: underwriting; administration; claims adjudication; protecting against fraud, errors or misrepresentations; meeting legal, regulatory or contractual requirements; and we may tell you about other related products and services that we believe meet your changing needs. The only people who have access to your personal information are our employees, distribution partners such as advisors, and third-party service providers, along with our reinsurers. We will also provide access to anyone else you authorize. Sometimes, unless we are otherwise prohibited, these people may be in countries outside Canada, so your personal information may be subject to the laws of those countries. You can ask for the information in our files about you and, if necessary, ask us in writing to correct it. To find out more about our privacy practices, visit sunlife.ca/privacy.

To find out about our Privacy Policy you can:

- Visit our website at sunlife.ca/privacy.
- Call 1-800-361-6212

NEED HELP?

To get information about your Sun Life Financial group benefits or online enrolment, please contact <your benefits administrator>.

If you have difficulty with your Access ID or password, call our Client Care Centre at 1-800-361-6212.

Client Care Representatives are available any business day between 8 a.m. and 8 p.m. (ET) to answer your questions.

Life’s brighter under the sun
Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.