

Sun Retirement Health Assist

The memory exercise

This memory exercise may be required if you're applying for Sun Retirement Health Assist.

Who performs the memory exercise?	A health professional from our contracted service providers, Watermark Insurance Services & BW Underwriting Services, will complete the interview.
How is the memory exercise scheduled?	<p>A representative will call you to schedule an appointment at your convenience. When the representative calls, it may be displayed as a toll-free number. The representative will leave a message if you don't answer, with instructions to call their number to set up an interview. Please call back to schedule your appointment to complete the interview.</p> <p>If you have any questions about the scheduling of your interview, please contact the applicable service provider below.</p> <p>For a telephone interview: Please contact BW Underwriting Services toll free at 1-888-421-5350. Hours of operation are 8 am – 5 pm ET, Monday through Friday.</p> <p>For a face-to-face interview: English: Please contact Watermark Underwriting Services toll free at 1-877-421-5419. Hours of operation are 8 am – 6:30 pm ET, Monday through Friday. French: Please contact Watermark Underwriting Services toll free at 1-866-665-9915. Hours of operation are 9 am – 5 pm ET, Monday through Friday.</p>
What is a memory exercise?	<p>A memory exercise is an underwriting requirement for individuals age 60 and over who apply for Sun Retirement Health Assist.</p> <p>This exercise evaluates memory through two different word recall exercises. During the memory exercise:</p> <ul style="list-style-type: none">• you will be instructed not to write down the words• the interviewer will give you a list of 10 words to memorize• a few minutes later you'll be asked to repeat as many of the 10 words as possible• the interviewer will then read you animal names in groups of three and ask you to choose which of the animals is most different• a few minutes later you'll be asked to recall the names of the animals <p>A health professional will contact you by telephone to perform the memory exercise. For a successful memory exercise it's important to follow the instructions of the interviewer. Please ensure you can be in a location where you'll be uninterrupted and comfortable answering the memory exercise.</p>
How the interview works	<p>A representative will call you. They'll start off by stating that they are calling on behalf of Sun Life and will ask if it's a convenient time. They'll ask you a few questions to verify that they're speaking with the correct person and inform you that the call is being recorded. After receiving confirmation, the representative will begin the memory exercise. It's important that you follow the interviewer's instructions carefully.</p> <p>The memory exercise takes approximately 15 minutes to complete.</p>

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