

# Do you know Sun Life?

In today's competitive landscape, your Clients need more than just a benefits plan. They need a trusted partner who understands their unique challenges and goals.

That's where Sun Life Group Benefits comes in. We provide a comprehensive, proven benefits solution, backed by our collaborative approach. We listen, partner closely with you, and deliver consistent service excellence to ensure your Clients get maximum value from their benefits program.

**Don't just take our word for it. Our commitment shows through reliable execution and a track record of supporting businesses like yours in achieving their benefits objectives.**



Plan Sponsors are satisfied or very satisfied with Sun Life<sup>1</sup>



of Call Centre calls are answered within 60 seconds<sup>2</sup>



of claims are processed within two business days<sup>3</sup>



**Over 1 million** downloads of the Sun Life app<sup>4</sup>



Our app consistently receives a **4+** star rating<sup>5</sup>



We continue to help Clients manage rising costs. We have a strong focus on reasonable and customary limits, and pharmacy benefits management.

Since 2014, our Price Listing Agreement has saved plan sponsors **\$1 Billion**<sup>6</sup>



And to protect Clients' plans, our fraud management strategy helps save millions of dollars each year.

We are the **#1** carrier for fraud prevention.<sup>7</sup>

Our fraud prevention profiling and delisting program has helped save plan sponsors more than **\$300 million** since 2014.<sup>8</sup>

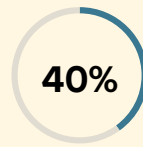
# Best-in-Health solutions

We offer inclusive health solutions tailored to diverse employee needs, including mental health support, women's health, chronic disease management, virtual care, and more.<sup>9</sup>

Preliminary results from our **Diabetes Care Program**\* show the potential of our innovative approach:



Approximately **76%** of plan members who have completed our program<sup>i</sup> have seen improvement to their A1C (a blood test that measures a person's average blood sugar levels)



Approximately **40%** of plan members who have completed the program<sup>i</sup> have achieved an A1C in remission range, where medication changes could be discussed.<sup>ii</sup>

Each session through Sun Life Virtual Care, by Dialogue<sup>10</sup> has saved more than 3 hours of **absenteeism**.<sup>11</sup>

In 2025, our Provider Search tool had **9.4 million** provider searches, and we've facilitated **500,000** connections with healthcare providers.<sup>12</sup>

## Strategic insights

We provide specialized reports, actionable tools, and health strategy resources to help Clients navigate an ever-changing health care landscape and achieve their workplace health and wellness goals.

**Benefits Explorer:** Interactive dashboards provide data-driven insights into plan performance and utilization, enabling Clients to understand and manage benefits plans more effectively.

**Health strategy toolkits:** Help employers identify opportunities to develop comprehensive, inclusive workplace health strategies to better support employees' health across key areas.

- Mental Health Strategy
- Women's Health
- Musculoskeletal Health Strategy

**Workplace Benefits DE&I playbook** delivers insights on how Clients can broaden their workplace benefits to meet their company's inclusivity needs.

**Designed for Health and Bright Paper reports** provide a deep understanding of the evolving landscape of group benefits. They help employers make informed decisions when it comes to their plan, based on strong, data-driven market trends and patterns.



**Our Bright Promise Service Guarantee** highlights our commitment to meeting Client service expectations. If a Client decides we've fallen short, we'll compensate them.\* More importantly, we'll discuss their concerns and find ways to improve our service.

In 2025, **less than 0.02%** of Clients made a claim through our Bright Promise.<sup>13</sup>

Through Client-centric service, Best in Health solutions, and strategic insights, Sun Life is here to partner with you in delivering an outstanding experience to your Clients.



**Questions? We're here to help. [Speak to a Sun Life representative](#)**

<sup>i</sup> Employees who have enrolled and completed LifestyleRx's 12-week program, as part of the Diabetes Care Program, as of Feb 2025.

<sup>ii</sup> Defined as achieving specified glycated hemoglobin (A1C) thresholds without any antihyperglycemic medications for a minimum of 3 months:

- Remission to prediabetes (A1C between 6.0% and 6.4%)
- Remission to normal glucose concentrations (A1C <6.0%)
- Remission may not be possible for some individuals with type 2 diabetes. Remission of diabetes is not synonymous with cure. Ask your health-care professional for more information.

<sup>10</sup> Dialogue is a wholly-owned subsidiary of Sun Life Assurance Company of Canada operating as a stand-alone entity. All representations about Sun Life Virtual Solutions, by Dialogue, are those of Dialogue, Inc., and not Sun Life Assurance Company of Canada. Sun Life Assurance Company of Canada cannot guarantee the availability of the services and reserves the right to cancel the services with notice.

\*Maximum compensation applies

<sup>1, 2, 3, 4, 5, 6, 8, 11, 12, 13</sup> Sun Life data, 2025

<sup>7</sup> 2023 Canadian Group Benefits Study, NMG Consulting/most recent fraud ranking

<sup>9</sup> Not all services are available to Sun Advantage Clients. Please check with your Sun Life Group Benefits Representative.

## Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. CA1300 05-26 ds-na

