

Contract Update

Sponsor Edition

July 16, 2025

Contract update: Announcing name and wording changes for Lumino Health products and services

Starting in July 2025, we'll begin rolling out name and branding changes for our Lumino Health branded products and services to Sun Life and Sun Life branding. We're also introducing a name for the full suite of services provided by Dialogue¹. They'll now be known as Sun Life Virtual Solutions, by Dialogue.

What this change means for you and your plan members

Using the Sun Life brand in place of Lumino Health affects the names of services provided by Dialogue that you'll find in your benefits plan. **There are no changes to services.**

In your contract and booklet, references to any Lumino Health Virtual Care products and services provided by Dialogue will be updated to Sun Life branding (**see the chart below for details**).

In addition, we've taken the opportunity to better align our contract and benefits plan wording for the services provided by Dialogue. You'll find the changes to your contracts and booklets in the following links:

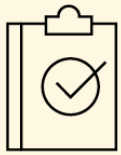
[New contract and booklet wording – English](#)

[New contract and booklet wording – French](#)

Current name	New name
Lumino Health Virtual Care, provided by Dialogue	Sun Life Virtual Care, by Dialogue
Lumino Health Virtual Care Employee Assistance Program (EAP), powered by Dialogue	Sun Life Employee Assistance Program, by Dialogue
Lumino Health Virtual Care Stress Management and Well-Being, provided by Dialogue	Sun Life Stress Management and Well-Being, by Dialogue
Lumino Health Virtual Care plan member sign in web page luminovc.dialogue.co/	health.sunlife.ca

This Focus Update is an important document and amends your Sun Life Group Benefits contract(s), starting on October 1, 2025. After this date, we'll update your contract and booklet at your next plan revision.

¹ Dialogue is a wholly-owned subsidiary of Sun Life Assurance Company of Canada operating as a stand-alone entity.



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In addition, we'll change the names of:

- Lumino Provider Search
- Lumino Health™ Pharmacy², provided by Pillway³

While not part of your benefits plan, your plan members will see a difference:

Current name	New name
Lumino Health website – luminohealth.ca	sunlife.ca/en/health/
Lumino Provider Search	Sun Life Provider Search
Lumino Health™ Pharmacy, provided by Pillway (Canada except Quebec)	*Sun Life Online Pharmacy, by Pillway <i>*Sun Life only in logo (logo will be separated by a divider -)</i> <i>In copy: Online Pharmacy, by Pillway</i>
Lumino Health™ Platform, with access to pharmacy services provided by Pharmacie Abd-El-Monem Osman, Inc (Quebec only)	*Sun Life Pharmacy Services, by Pharmacie Abd-El-Monem Osman, Inc. <i>*Sun Life only in logo (logo will be separated by a divider -)</i> <i>In copy: Pharmacy services platform</i>

Questions? We're here to help.

Please contact your Sun Life Group Benefits representative.

² Pharmacy services are provided by Pillway.

³ SHG Pharmacy Inc. and SHG West Pharmacy Inc., doing business as Pillway pharmacies, are partially owned by Simpill Health Group Inc. For your information, and as a point of disclosure, Sun Life Assurance Company of Canada has partial ownership in Simpill Health Group Inc. TMUsed under license by Simpill Health Group Inc.

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