

Click to Chat: A new way to expand the plan member experience



Sun Life now offers clients a new on-line service, Click to Chat, as an alternative secure communications channel for our group benefits plan members.

About Click to Chat

Through listening to our plan members, we have learned that many of them prefer to be in contact with us via email or the web, where they can get the help they need right when they need it. The new Click to Chat service gives members the opportunity to connect with us in real time through our secure site.

Click to Chat provides improved client experience and operational efficiency. At the same time, it also enhances the experience of plan members visiting our secure website, which encourages increased usage.

How to access Click to Chat

Click to Chat is only available to group benefits plan members who have signed in to mysunlife.ca. Members are able to select the icon from the top navigation bar within all pages of the group benefits portion of our secure website. They simply select the "Chat Live Now" button and are connected with a Client Care Centre representative.



Once a chat has been initiated by a plan member, a terms and conditions statement is shown which prompts the member to 'agree' or 'disagree' before proceeding with the chat.

How it works with our systems

The Click to Chat technology is integrated into our existing call centre infrastructure that provides a seamless routing of online chat requests to our trained representatives. Tracking and reporting of chat sessions are possible along with any escalation of chat sessions to supervisors, should it be required.

Click to Chat is just another way for Sun Life to make it easier for clients to do business with us, using the channels which best suit their needs.

Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada. Sun Life Assurance Company of Canada is the insurer, and is a member of the Sun Life Financial group of companies.

PDF7471-E 05-17 ri-cl

