



-For Members of the University's Pension Plan and/or Group Benefits –

What you need to know about your Pension & Benefits program(s) during COVID-19

What do I need to know about my pension and benefits?

A dedicated page has been established for eligible employees who participate in the University's pension and/or benefits programs at sunlife.ca/covid-19. This page will continue to be updated with the latest information, including information about the virus, about market volatility and a frequently asked questions section. You may wish to bookmark sunlife.ca/covid-19 for future reference.

What is Sun Life doing to continue services?

Sun Life employees are working from home and can connect virtually using their tools and technology for audio and video conferencing.

Who do I call if I have questions?

Please call the Client Call Centre at **1-877-908-0301**, and you may also connect by logging in with your access ID # to mysunlife.ca. For general questions about the programs, you may e-mail mary.steele@ontariotechu.ca or bikisha.pascoe@ontariotechu.ca.

How do I obtain my Sun Life Access ID?

If you have not previously obtained your Sun Life online pension account access ID, you may do so by contacting the Sun Life Pension at **1-877-908-0301**, alternatively you may obtain your access ID on line at mysunlife.ca.

What do I need to know about the Sun Life Client Call Centre?

The Client Call Centre (CCC) is currently experiencing higher than normal call volumes and wait times are averaging 10 minutes. Through the Sun Life call Centre the following is available:

- Website, mobile app and Interactive Voice Response (IVR) messaging is updated to communicate extended wait time;
- To provide additional support, the call centre will open the lines on **Saturday March 21 and 28 from 9 a.m. to 5 p.m. ET.**
- Please note that live chat is turned off so more resources can be allocated for phone support;

Alternatively, you are encouraged to register for the [mobile app](#), the plan member website (mysunlife.ca) and you may wish to add and/or update their email address to ensure they receive messages in a timely manner.

How can I stay healthy?

To support you staying health please see [Wellness Resources COVID-19](#) this page will continue to be updated with new wellness resources as they become available.