



## ONLINE ADVANTAGE

# Quick. Smart. Convenient.

## Online Advantage for members

Is it important for you to be able to manage your benefits online, on your schedule? If the answer is yes, we are confident that Online Advantage is the right tool for you.

### Questions?

We provide online support with a friendly, dedicated team willing to assist you by e-mail or phone.

Give Online Advantage a try—register today!

### What is Online Advantage?

Online Advantage is a tool that allows you immediate access to your plan information. We built Online Advantage for you, our user. It gives you the power to view your benefits and claims on your terms, at your convenience at no additional charge.

### Easy registration—sign up today!

Go to [www.sunlife.com/oaregister](http://www.sunlife.com/oaregister) and follow the registration instructions. To complete your registration, you will need your member ID\* and date of birth.

\*Your member ID may be your Social Security number.

### How can Online Advantage help you?

You can:

- View and/or print benefit information pages
- View and/or print booklets
- View status of submitted claims<sup>1</sup>

Give Online Advantage a try—register today! For more information or to register by phone, call 800-247-6875.



[www.sunlife.com/us](http://www.sunlife.com/us)

1. Hospital Confinement Indemnity "Gap" claim status is not available online.

Insurance products are underwritten by Union Security Insurance Company (USIC) (Kansas City, MO) and administered by Sun Life Assurance Company of Canada (SLOC) (Wellesley Hills, MA). In New York, insurance products are underwritten by Union Security Life Insurance Company of New York (Fayetteville, NY) and administered by Sun Life and Health Insurance Company (U.S.) (Lansing, MI). Group Hospital Confinement Indemnity "Gap" or Supplemental Medical Expense "Gap" insurance is underwritten by Fidelity Security Life Insurance Company (Kansas City, MO) and administered by SLOC.

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### ONLINE ADVANTAGE

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Who can register for this type of account?

- Only you, the employee, can register

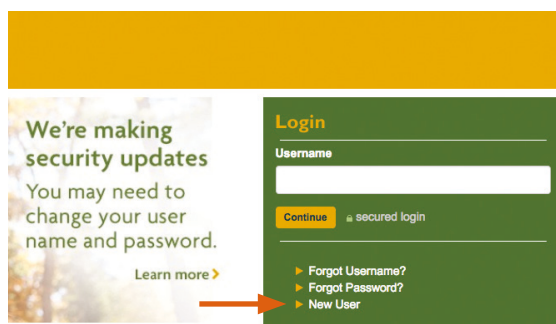
What will I be able to do?

- Access your personal plan information, view status of claims, and review Explanation of Benefits document

**Note:** You should be able to log in with your newly created Username and password once your request is processed. If there is a delay in processing your request, you will receive an email within 10 minutes of submitting your information advising you that you may now access your account.

### Creating Your Account

1. Navigate to our secure website at [www.sunlife.com/onlineadvantage](http://www.sunlife.com/onlineadvantage)
2. At the home page, select *New user*
3. Complete and submit required information to initiate your registration. You will receive an email from Online Advantage to verify your email address.
4. Click the link provided in your email verification and you will receive additional screens to complete your account registration
5. Select boxes to agree to User Agreement and Electronic Business Consent
6. Select Member role and click *Next*
7. Enter your Member ID and date of birth (primary member) and then click *Next*
8. Enter your phone number
9. Enter your desired Username and password and then click *Next*
10. Select 3 security questions and enter answers and then click *Next*
11. Choose a *personalized image* and title it
12. Click *Submit*
13. Receive confirmation page



Tips	
<b>Member ID</b>	This could be your Social Security number. If you are unsure of your member ID, please contact your employer.
<b>Username</b>	Your Username must have 8 to 30 characters with no spaces or special characters.
<b>Password</b>	Your password must have 8 to 32 characters, including at least one number, one lowercase letter, and one uppercase letter. Password cannot contain special characters or punctuation, have more than 4 repeating characters, and more than 4 sequential characters from your Username.



### Forgot your Username?

1. Navigate to our secure website at [www.sunlife.com/onlineadvantage](http://www.sunlife.com/onlineadvantage)
2. At the home page, select *Forgot Username?*
3. Enter the email address associated with your Username
4. Answer security questions correctly
  - If you are unable to correctly answer the questions, please contact us at 800-247-6875 for assistance.
5. Receive your Username on the next page

### Forgot your password?

1. Navigate to our secure website at [www.sunlife.com/onlineadvantage](http://www.sunlife.com/onlineadvantage)
2. At the home page, select *Forgot Password?*
3. Enter your Username and submit your request
4. Answer security questions correctly
  - If you are unable to correctly answer the questions, please contact us at 800-247-6875 for assistance.
5. Enter a new password using the following criteria:
  - Contains 8 to 32 characters and includes at least one number, one lowercase letter and one uppercase letter;
  - Does not contain special characters or punctuation
  - No more than 4 repeating characters; and
  - Cannot have more than 4 sequential characters from your Username.
6. Receive confirmation that your password has been reset

Need assistance? Call 800-247-6875 for help with any Online Advantage question.



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[www.sunlife.com/us](http://www.sunlife.com/us)