

SHORT-TERM DISABILITY

How to file your short-term disability claim

Step 3.

To process your request for benefits, an Attending Physician Statement (APS) will be requested from your treating physician. Sun Life will provide an APS to your doctor. It is your responsibility to follow up directly with your doctor to make sure this form is completed and returned to Sun Life in a timely manner. Your claim cannot be considered for payment until your doctor completes this form either electronically through DocuSign or by faxing it to Sun Life at 781-304-5599.

Step 4.

In order for Sun Life to be able to obtain any additional medical information on your behalf, you must complete the Third Party Authorization form that was sent to you. You can complete it electronically through DocuSign. Or, you can make a copy of the completed Third Party Authorization form and submit it to Sun Life by email at myclaimdocuments@sunlife.com, by fax to 781-304-5599, or by mail to:

Sun Life Assurance Company of Canada
Group STD Claims
P.O. Box 81915
Wellesley Hills, MA 02481

What can I expect from Sun Life?

We'll do an initial assessment

As soon as we receive your completed Employee's Statement and Attending Physician's Statement, we will consider a number of different factors when assessing your claim, including policy eligibility requirements, your job requirements, your medical information, and how your illness or