

# your group benefits

Contract Number: 102574  
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Corporation of the City of Burlington  
Casual Employees of Local 2723 – Transit



# Table of Contents

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<b>How to Connect with Sun Life Financial</b>	<b>3</b>
<b>Benefit Summary</b>	<b>5</b>
<b>Making Claims</b>	<b>9</b>
<b>General Information</b>	<b>11</b>
<b>Extended Health Care</b>	<b>16</b>
<b>Emergency Travel Assistance</b>	<b>25</b>
<b>Dental Care</b>	<b>29</b>
<b>Life Coverage</b>	<b>33</b>

# How to Connect with Sun Life Financial



## Questions?

We're here to help. Talk to a Sun Life Financial Customer Care representative for assistance with your coverage by calling toll-free at 1-800-361-6212.

For faster service, have your **group contract number** and **member ID** ready to enter into our automated telephone system.

## Plan Member Services

Download the my Sun Life Mobile App!

Free from the Apple App Store or Google Play, anytime

Fast and easy access, wherever you go, to your benefit information

View and/or submit mobile claims instantly, depending on your plan

Don't have a smartphone? Visit [www.mysunlife.ca](http://www.mysunlife.ca) to obtain the following services:

benefit information about coverage, claim status, and easy access to claim forms and/or e-claims, depending on your plan

chat live with an agent

send a secure email message to the Sun Life Financial Customer Care Centre

contact information

## Access to mysunlife website

The first time you access your group benefits online, you will need to register to get your personal access ID and password. To register you will need your group contract number and member ID.

## Prior Authorization Program

For the form:

visit our website at [www.mysunlife.ca/priorauthorization](http://www.mysunlife.ca/priorauthorization)

call a Sun Life Financial Customer Care representative toll-free at 1-800-361-6212

For the list of drugs:

visit our website at [www.mysunlife.ca/priorauthorization](http://www.mysunlife.ca/priorauthorization)

## Your Drug Card

Provided by your employer or online at [www.mysunlife.ca](http://www.mysunlife.ca).

*Note: If you have refused Extended Health Care coverage under this plan, this drug card does not apply to you.*

## Your Travel Card

Provided by your employer or online at [www.mysunlife.ca](http://www.mysunlife.ca).

*Note: If you have refused Extended Health Care coverage under this plan, this travel card does not apply to you.*

## **Need to contact Allianz Global Assistance?**

In the USA and Canada, call: 1-800-511-4610.

## **All other inquiries**

Call 1-877-SUN-LIFE (1-877-786-5433).

# Benefit Summary



## Contract Number 102574

This is a summary of the coverage your plan provides. You should read it together with the information in the rest of this booklet. Please see the related sections of this booklet for more information, including exclusions, limitations and other conditions that apply to your plan.

## General Information

<b>We, our and us</b>	Throughout this booklet, <i>we, our</i> and <i>us</i> mean Sun Life Assurance Company of Canada
<b>Waiting period</b>	3 months of continuous employment  Any period during which you do not meet the eligibility requirements cannot be counted as part of the waiting period
<b>Termination</b>	Termination of coverage may vary from benefit to benefit as indicated in this Benefit Summary. Coverage may also end on an earlier date, as specified in the <i>General Information</i> section of this booklet.

## Extended Health Care

<b>Benefit year</b>	December 1, 2017 to December 31, 2017, and then from January 1 to December 31
<b>Deductible</b>	For prescription drugs: Individual – \$10 per benefit year Family – \$20 per benefit year  For other expenses for all Classes – None
<b>Reimbursement level</b>	<p><i>Drug card plan</i> Included</p> <p><i>Prescription drugs</i> 100% after the deductible</p> <p>Drugs covered under this plan must have a Drug Identification Number (DIN) and be approved under <i>Drug evaluation</i></p> <p>We will cover the following drugs and supplies that are prescribed by a doctor or dentist and are obtained from a pharmacist:</p> <ul style="list-style-type: none"> <li>• drugs that legally require a prescription</li> <li>• life-sustaining drugs that may not legally require a prescription</li> <li>• injectable drugs and vitamins</li> <li>• compounded preparations, provided that the principal active ingredient is an eligible expense and has a DIN</li> <li>• diabetic supplies</li> <li>• drugs for the treatment of infertility, up to a lifetime maximum of \$10,000 per person</li> <li>• intrauterine devices (IUDs) and diaphragms</li> </ul>

	<ul style="list-style-type: none"> <li>varicose vein injections, up to a maximum of \$20 per visit.</li> </ul> <p>There are drugs and treatments that are not covered, even when prescribed. Please refer to the Extended Health Care section of this booklet for details.</p>
<i>Drug substitution limit</i>	We will not cover charges above the lowest priced equivalent drug unless the doctor specifies in writing that no substitution for the prescribed drug may be made
<i>In-province hospital</i>	100% of the difference between the cost of a ward and a private room
<i>Convalescent hospital</i>	100% of the difference between the cost of a ward and a semi-private room, up to \$20 per day for a maximum of 180 days for treatment of an illness due to the same or related causes
<i>Out-of-province emergency services</i>	100% Emergency Travel Assistance included Time limit – 60 days after the date the person leaves the province where the person lives Lifetime maximum of \$5,000,000 per person for out-of-Canada services
<i>Medical services and equipment</i>	100%
<i>Paramedical services</i>	100% up to a combined maximum of \$600 per person per benefit year for all the qualified paramedical practitioners listed below: <ul style="list-style-type: none"> <li>acupuncturists</li> <li>massage therapists</li> <li>chiropractors, including x-ray examinations. However, x-ray examinations are subject to a separate maximum of \$50 per x-ray and 4 x-ray examinations per person per benefit year.</li> <li>osteopaths or osteopathic practitioners</li> <li>podiatrists or chiropodists</li> </ul> <p>100% up to a maximum of \$200 per person per benefit year per specialty for the qualified paramedical practitioners listed below:</p> <ul style="list-style-type: none"> <li>psychologists</li> <li>speech therapists</li> </ul> <p>100% for physiotherapists, when ordered by a doctor</p>
<i>Vision care</i>	100% up to a maximum of \$300 per person over 2 benefit years
<b>Termination</b>	The last day of the month in which you retire or reach age 65, whichever is earlier
<b>At retirement</b>	For more information about coverage after retirement, please contact your employer

## Dental Care (For Class 254 only)

<b>Benefit year</b>	December 1, 2017 to December 31, 2017, and then from January 1 to December 31
<b>Deductible</b>	Individual – \$10 per benefit year Family – \$20 per benefit year
<b>Fee guide</b>	The current fee guide for general practitioners, minus one year, in the province where the employee lives, regardless of where the treatment is received

<b>Reimbursement level</b>	
<i>Preventive procedures</i>	100% after the deductible
<i>Basic procedures</i>	100% after the deductible
<i>Major procedures</i>	80% after the deductible
<i>Orthodontic procedures</i>	50%, without the deductible, only for children under age 22 (under 26 for full-time students)
<b>Maximum benefit</b>	
<i>Benefit year maximum</i>	Preventive and Basic dental procedures – unlimited Major dental procedures – \$1,750 per person  A separate lifetime maximum (below) applies to Orthodontic expenses
<i>Lifetime maximum</i>	Orthodontic procedures – \$2,000 per person
<b>Termination</b>	The last day of the month in which you retire or reach age 65, whichever is earlier
<b>At retirement</b>	For more information about coverage after retirement, please contact your employer

## Life

### Employee Basic Life

<b>Amount</b>	2 times your annual basic earnings rounded to the next higher \$1,000 Maximum – \$350,000
<b>Termination</b>	The day you retire or the last day of the month in which you reach age 65, whichever is earlier. However you may elect to purchase an amount of \$5,000 of Paid-Up Life insurance.

### Employee Optional Life

<b>Amount</b>	You can choose coverage in units of \$25,000 Maximum – \$250,000
<b>Proof of good health</b>	Approval required on the initial optional amount of coverage and any increase in that coverage requested by the employee
<b>Termination</b>	The day you retire or the last day of the month in which you reach age 65, whichever is earlier

## Spouse Optional Life

<b>Amount</b>	You can choose coverage in units of \$25,000 Maximum – \$250,000
<b>Proof of good health</b>	Approval required on the initial optional amount of coverage and any increase in that coverage requested by the employee
<b>Termination</b>	When you retire or reach age 65, or when your spouse reaches age 65, whichever is earlier



# Making Claims



There are time limits for making claims. You can find more on these time limits in the following chart. **If you fail to meet these time limits, you may not be entitled to some or all benefit payments.**

To assess a claim, we may ask you to send us the following documents:

- medical records or reports
- proof of payment
- itemized bills
- prescriptions
- other information we need.

Proof of claim is at your expense.

## Instructions and Time Limits for Sending Us Your Claims

Use this handy reminder to help you meet the time limits for sending in your claim.

Type of claim	Starting the claims process	Limits and special instructions
Extended Health Care	<p>Ask your employer for the form to complete, or get the form on our website.</p> <p>You can also submit claims for some expenses electronically. For more information, ask your employer.</p>	<p>Up to the earlier of the following dates:</p> <ul style="list-style-type: none"> <li>• 465 days after the date the expense is incurred, or</li> <li>• 90 days after the end of your Extended Health Care coverage.</li> </ul>
Emergency Travel Assistance	<p>Contact Allianz Global Assistance to notify them that a medical emergency exists.</p>	<p><b>Having expenses reimbursed:</b> To have services or supplies reimbursed that either you or another covered person have paid for, proof of the expenses must be provided to us within 30 days of the person’s return to the province where the person lives.</p> <p>Refer to <i>Reimbursement of expenses</i> under the <i>Emergency Travel Assistance</i> section for further details.</p>

Type of claim	Starting the claims process	Limits and special instructions
Dental Care	<p>Ask your employer for the form to complete, or get the form on our website.</p> <p>The dentist will have to complete a section of the form.</p> <p>You can also submit claims for some expenses electronically. For more information, ask your employer.</p>	<p>Up to the earlier of the following dates:</p> <ul style="list-style-type: none"> <li>• 465 days after the date the expense is incurred, or</li> <li>• 90 days after the end of your Dental Care coverage.</li> </ul> <p>If we consider it needed, we can require that you give us the dentist's statement of the treatment received, pre-treatment x-rays and any other related information.</p> <p>For orthodontic procedures, a treatment plan will need to be submitted to us.</p>
Life coverage	Ask your employer to provide the claim forms.	<p><b>If the claim is a result of a death:</b> We must receive the claim form as soon as possible after the death occurred.</p> <p><b>For coverage during total disability:</b> We must receive the proof of total disability within 12 months of the date the disability begins. After that, we can require that you provide us with ongoing proof that you are still totally disabled.</p>

# General Information



**The information in this employee benefits booklet is important to you.** It provides the information you need about the group benefits available through your employer’s group contract with Sun Life Assurance Company of Canada (*Sun Life*), a member of the Sun Life Financial group of companies.

This booklet is only a summary of your employer’s group contract. If there are any discrepancies between the group contract and the information in this booklet, the group contract will take priority, to the extent permitted by law.

Your group benefits may be modified after the effective date of this booklet. We will notify you in writing of any changes to your group plan. Any such notices will become part of this group benefits booklet and you should keep them in a safe place together with this booklet.

**Have questions?** Need more information about your group benefits? Talk to your employer.

<p><b>Classes</b></p>	<p>This booklet describes the coverage for the following classes of Local 2723 – Transit:</p> <ul style="list-style-type: none"> <li>• Class 204 – Casual Employees without Dental Care</li> <li>• Class 254 – Casual Employees with Dental Care</li> </ul>
<p><b>Who is eligible to receive benefits?</b></p>	<p>To be eligible for group benefits, you must reside in Canada and meet all the following conditions:</p> <ul style="list-style-type: none"> <li>• you are a casual employee working in Canada.</li> <li>• you are a member of CUPE Local 2723.</li> <li>• you are actively working an average of 28 hours per week in a one month period.</li> <li>• you have completed the waiting period indicated in the Benefit Summary.</li> </ul> <p><b>Your dependents become eligible</b> for coverage on the later of the following dates:</p> <ul style="list-style-type: none"> <li>• on the date you become eligible for coverage, or</li> <li>• on the date they become your dependent.</li> </ul> <p>You must apply for coverage for yourself in order for your dependents to be eligible.</p>
<p><b>Who qualifies as your dependent</b></p>	<p>Your dependent must be:</p> <ul style="list-style-type: none"> <li>• your spouse or your child, and</li> <li>• residing in Canada or the United States.</li> </ul> <p><b>Your spouse</b> qualifies as your dependent if they are your spouse in one of the following ways:</p> <ul style="list-style-type: none"> <li>• by marriage.</li> <li>• under any other formal union recognized by law.</li> <li>• as your partner of the opposite sex or of the same sex who is living with you and has been living with you in a conjugal relationship for at least 12 months.</li> </ul> <p>You can only cover one spouse at a time.</p> <p><b>Your children and your spouse's children</b> (other than foster children) are eligible dependents if they are under age 22 and do not have a spouse.</p> <p>A child who is a full-time student under age 26 is also considered an eligible dependent as long as the child is dependent on you for financial support and does not have a spouse.</p>

	<p><b>If a child becomes disabled before the maximum age</b> and remains continuously disabled, we will continue coverage if they are not able to support themselves financially because of a disability and must rely on you financially. The exception is if they have a spouse.</p> <p>In these cases, you must inform Sun Life within 6 months of the date the child attains the maximum age for this plan. <b>Ask your employer for more on this.</b></p>
<p><b>How to enrol</b></p>	<p><i>For you</i> – You must provide the proper enrolment information to Sun Life through your employer.</p> <p><i>For a dependent</i> – You must ask for dependent coverage.</p> <p>If you or your dependents already have similar Extended Health Care or Dental Care coverage under this or another plan – You may refuse this coverage under this plan. If the other coverage ends at a later date, you can enrol for coverage under this plan then.</p> <p>You will need to provide proof of good health for the benefits listed below, as outlined in the Benefit Summary section at the beginning of this booklet. This coverage will not start before Sun Life has approved this proof of good health.</p> <ul style="list-style-type: none"> <li>• Employee Optional Life</li> <li>• Spouse Optional Life</li> </ul>
<p><b>When coverage begins</b></p>	<p>Your coverage begins on the date you become eligible for coverage.</p> <p>If you are not actively working on the date coverage would normally begin, your coverage will not begin until you return to active work.</p> <p>A dependent's coverage begins <b>on the later of</b> the following dates:</p> <ul style="list-style-type: none"> <li>• the date your coverage begins.</li> <li>• the date you first have a dependent.</li> </ul> <p>If you are not actively working on the date your spouse's Optional Life coverage would normally begin, then that coverage will not begin until you return to active work with your employer.</p>
<p><b>Changes affecting your coverage</b></p>	<p>If proof of good health is required, the change cannot take effect before Sun Life approves the proof of good health.</p> <p>If you are not actively working when an increase in coverage occurs or when Sun Life approves proof of good health, the change cannot take effect before you return to active work.</p>
<p><b>Updating your records</b></p>	<p>To ensure that coverage is kept up-to-date, it is important that you report any of the following changes to your employer:</p> <ul style="list-style-type: none"> <li>• change of dependents.</li> <li>• change of name.</li> <li>• change of beneficiary.</li> </ul>
<p><b>Accessing your records</b></p>	<p>You may request copies of your records, including:</p> <ul style="list-style-type: none"> <li>• your enrolment form or application for insurance.</li> <li>• any written statements or other record about your health that you provided to Sun Life in applying for coverage.</li> <li>• one copy of the insured contract.</li> </ul>

We will not charge you for the first copy but we may charge a fee for further copies.

Need a copy of a document? Contact one of the following:

- our website at [www.mysunlife.ca](http://www.mysunlife.ca).
- our Customer Care centre, toll-free at 1-800-361-6212.

### When coverage ends

As an employee, your coverage will end on the earlier of the following dates:

- the date your employment ends for any reason other than retirement on pension.
- the date you are no longer actively working.
- the end of the period for which premiums have been paid to Sun Life for your coverage.
- the date the group contract or the benefit provision ends.

A dependent's coverage terminates on the earlier of the following dates:

- the date your coverage ends.
- the date the dependent is no longer an eligible dependent.
- the end of the period for which premiums have been paid for dependent coverage.

The end of coverage may vary from benefit to benefit. For information about a specific benefit, please refer to the Benefit Summary section at the beginning of this booklet.

## If you die while covered by this plan

Coverage for your dependents will continue, without anyone paying further premiums, until **the earlier of** the following dates:

- 24 months after the date of your death.
- the date the person would no longer be considered your dependent under this plan if you were still alive.
- the date your coverage would have terminated if you were still alive.
- the date the benefit provision under which the dependent is covered ends.

When dependent coverage continues, it is subject to all other terms of the plan.

The continuation of coverage does not apply to the spouse's Optional Life.

## Legal actions for insured benefits

Limitation period for Ontario:

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Limitations Act, 2002*.

Limitation period for any other province:

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act* or other applicable legislation of your province or territory.

## Proof of disability

From time to time, Sun Life can require that you provide us with proof of your continued total disability. If you do not provide this information within 90 days of the request, you may not be entitled to some or all benefit payments.

## Coordinating your benefits with another plan

If you or your dependents are covered for Extended Health Care or Dental Care under this plan and another plan, the maximum amount that you can receive from all plans is 100% of the total eligible expenses.

When you have more than one plan, insurance industry standards determine which plan you should claim expenses from first.

### ***Please send in claims for you and your spouse in the following order:***

- First, send in the claim to the plan where the person is covered as an employee. If the person is an employee under two plans, send the claim to the different plans in the following order:
  - to the plan where the person is covered as an active full-time employee.
  - then, to the plan where they are covered as an active part-time employee.
  - then, to the plan where they are covered as a retiree.
- Next, send the claim to the plan where the person is covered as a dependent.

### ***Please send in claims for a child in the following order:***

- First send in the claim to the plan where the child is covered as an employee.
- Then, to the plan where they are covered under a student health or dental plan through their educational institution.
- Then, to the plan of whichever parent has the earlier birth date (month and day) in the calendar year. For example, if your birthday is May 1 and your spouse's birthday is June 5, you must claim under your plan first.

When you send us a claim, you must tell us about all other equivalent coverage that you or your dependents have.

## Medical examination

We may require that you or your dependent have a medical examination if you make a claim. We will pay for the examination. If the person fails or refuses to have an examination, we will not pay any benefits.

## Recovering overpayments

If we have overpaid any amount of benefit, we have the right to recover this money. We will:

- ask you to reimburse us,
- deduct that amount from other benefit payments, or
- recover that amount by any other legal means available.

## Assignments

For Life benefits – You may not assign any rights or interests to anyone.

For all other benefits – We reserve the right to deny your request for an assignment.

## Definitions

Here are the definitions of some terms that appear in this employee booklet. Other definitions that describe specific benefits appear in the benefit sections.

<b>Accident</b>	An accident is a bodily injury that occurs solely as a direct result of a violent, sudden and unexpected action from an outside source.
<b>Basic earnings</b>	Basic earnings are the salary you receive from your employer excluding any bonus, overtime or incentive pay.
<b>Doctor</b>	A doctor is a physician or surgeon who is licensed to practice medicine where that practice is located.

<b>Illness</b>	An illness is a bodily injury, disease, mental infirmity or sickness. Any surgery needed to donate a body part to another person which causes total disability is an illness.
<b>Retirement date</b>	If you are totally disabled, your retirement date is your 65th birthday, unless you have actually retired before then.

# Extended Health Care



## General description of the coverage

In this section, *you* means the employee and all dependents covered for Extended Health Care benefits. Extended Health Care coverage pays for eligible expenses that you incur while covered under this plan.

*Eligible expenses* mean expenses incurred for the services and supplies described below that are medically necessary for the treatment of an illness and do not exceed the reasonable and customary charges for the service or supply being claimed. However, there are additional eligibility requirements that apply to drugs (see *Prior authorization program* for details).

*Medically necessary* means generally recognized by the Canadian medical profession as effective, appropriate and required for treating an illness according to Canadian medical standards.

*Reasonable and customary charges* mean:

- fees and prices normally charged in the regional area where the services or supplies are provided, and
- charges for services and supplies that represent reasonable treatment, considering the duration of services and how frequently services and supplies are provided.

**To qualify** for this coverage you must be entitled to benefits under a provincial medicare plan or federal government plan that provides similar benefits.

<b>Claiming when the expense is incurred</b>	<p>You must claim an expense for the benefit year in which you incur the expense. You incur an expense on the date you receive the service or purchase or rent supplies.</p> <p>The benefit year is indicated in the Benefit Summary.</p> <p>See the table <b>Instructions and Time Limits for Sending Us Your Claims</b> at the beginning of this booklet for information about when and how to make a claim.</p>
<b>Deductible and reimbursement level</b>	<p>The deductible is the portion of claims that you are responsible for paying. After the deductible has been paid, claims will be paid up to the reimbursement level under this plan.</p> <p><b>For each type of service listed below, the deductible and the reimbursement level are indicated in the Benefit Summary.</b></p> <p>If all or part of the deductible is satisfied within the last 3 months of the benefit year, your deductible for the next benefit year will be reduced by this amount.</p>

## Prescription drugs

<b>Prescription drugs</b>	We will cover the cost of the drugs and supplies that are listed in the Benefit Summary.
<b>Quantity limit</b>	Payments for any single purchase are limited to quantities that can reasonably be used in a 34 day period or, in the case of certain maintenance drugs, in a 100 day period as ordered by a doctor.



<p><b>What is not covered</b></p>	<p>We will not pay for the following, even when prescribed:</p> <ul style="list-style-type: none"> <li>• infant formulas (milk and milk substitutes), minerals, proteins, vitamins and collagen treatments.</li> <li>• the cost of giving injections, serums and vaccines.</li> <li>• treatments for weight loss, including drugs, proteins and food or dietary supplements.</li> <li>• hair growth stimulants.</li> <li>• products to help you quit smoking.</li> <li>• drugs for the treatment of sexual dysfunction.</li> <li>• vaccines.</li> <li>• drugs that are used for cosmetic purposes.</li> <li>• natural health products, whether or not they have a Natural Product Number (NPN).</li> <li>• drugs and treatments, and any services and supplies relating to the administration of the drug and treatment, administered in a hospital, on an in-patient or out-patient basis, or in a government-funded clinic or treatment facility.</li> </ul>
<p><b>Drug evaluation</b></p>	<p>The following drugs will be evaluated and must be approved by us to be eligible for coverage:</p> <ul style="list-style-type: none"> <li>• drugs that receive Health Canada Notice of Compliance for an initial or a new indication on or after November 1, 2017.</li> <li>• drugs covered under this plan and subject to a significant increase in cost.</li> </ul> <p>Drug expenses are eligible for reimbursement only if incurred on or after the date of our approval.</p> <p>We will assess the eligibility of the drug based on factors such as:</p> <ul style="list-style-type: none"> <li>• comparative analysis of the drug cost and its clinical effectiveness.</li> <li>• recommendations by health technology assessment organizations and provinces.</li> <li>• availability of other drugs treating the same or similar condition(s).</li> <li>• plan sustainability.</li> </ul>
<p><b>Prior authorization program</b></p>	<p>The prior authorization (PA) program applies to a limited number of drugs, where you must get approval in advance for coverage under the program.</p> <p>In order for drugs in the PA program to be covered, you need to provide medical information. Please use our PA form to submit this information. Both you and your doctor need to complete parts of the form. You will be eligible for coverage for these drugs if the information you and your doctor provide meets our clinical criteria based on factors such as:</p> <ul style="list-style-type: none"> <li>• Health Canada Product Monograph.</li> <li>• recognized clinical guidelines.</li> <li>• comparative analysis of the drug cost and its clinical effectiveness.</li> <li>• recommendations by health technology assessment organizations and provinces.</li> <li>• your response to preferred drug therapy.</li> </ul> <p>If not, your claim will be declined.</p> <p>See How to Connect with Sun Life Financial at the beginning of this booklet for information on how to obtain our prior authorization forms.</p>

## Hospital expenses in your province

<p><b>Hospital</b></p>	<p>We will cover the cost of room and board in a hospital in the province where you live, as indicated in the Benefit Summary.</p>
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	<p>A <i>hospital</i> is a facility licensed to provide care and treatment for sick or injured patients, primarily while they are acutely ill. It must have facilities for diagnostic treatment and major surgery. Nursing care must be available 24 hours a day.</p> <p>It does not include a nursing home, rest home, home for the aged or chronically ill, sanatorium, convalescent hospital or a facility for treating alcohol or drug abuse or beds set aside for any of these purposes in a hospital.</p>
<p><b>Convalescent hospital</b></p>	<p>We will cover the cost of room and board in a convalescent hospital, as indicated in the Benefit Summary, if this care has been ordered by a doctor and as long as it is primarily for rehabilitation, and not for custodial care.</p> <p>A <i>convalescent hospital</i> is a facility licensed to provide convalescent care and treatment for sick or injured patients on an in-patient basis. Nursing and medical care must be available 24 hours a day.</p> <p>It does not include a nursing home, rest home, home for the aged or chronically ill, sanatorium or a facility for treating alcohol or drug abuse.</p>

## Expenses out of your province

<p><b>Expenses out of your province</b></p>	<p>We will cover emergency services while you are outside the province where you live. We will also cover referred services. <b>For emergency services the reimbursement level is indicated in the Benefit Summary.</b></p> <p>For emergency services we will cover the cost of:</p> <ul style="list-style-type: none"> <li>• a semi-private hospital room</li> <li>• other hospital services provided outside of Canada</li> <li>• out-patient services in a hospital</li> <li>• the services of a doctor</li> </ul>
<p><b>Emergency services</b></p>	<p>We will only cover emergency services obtained within the time limit indicated in the Benefit Summary. If hospitalization occurs within this period, in-patient services are covered until the date you are discharged.</p> <p><i>Emergency services</i> mean any reasonable medical services or supplies, including advice, treatment, medical procedures or surgery, required as a result of an emergency. When a person has a chronic condition, emergency services do not include treatment provided as part of an established treatment program that existed before they left their home province.</p> <p><i>Emergency</i> means an acute illness or accidental injury that requires immediate, medically necessary treatment prescribed by a doctor.</p> <p><b>Contact us right away in an emergency!</b>  You or someone with you must contact Sun Life's Emergency Travel Assistance provider, AZGA Service Canada Inc. (<i>Allianz Global Assistance</i>) right away. Allianz Global Assistance must approve all invasive and investigative procedures (including any surgery, angiogram, MRI, PET scan, CAT scan) before you have them.</p>

**If Allianz Global Assistance does not hear from you first, before you receive emergency services, and we determine that someone could have reasonably made contact on your behalf, Sun Life has the right to deny or limit payments for all expenses related to that emergency.**

In extreme circumstances where contact with Allianz Global Assistance cannot be made before services are provided, you must contact Allianz Global Assistance as soon as possible afterwards.

An emergency ends when Allianz Global Assistance, based on available medical evidence, deems you medically stable to return to the province where you live.

**Emergency services excluded from coverage**

Any expenses related to the following emergency services are not covered:

- services that are not immediately required or which could reasonably be delayed until you return to the province where you live, unless your medical condition reasonably prevents you from returning to that province prior to receiving the medical services.
- services relating to an illness or injury which caused the emergency, after such emergency ends.
- continuing services, arising directly or indirectly out of the original emergency or any recurrence of it, after the date that Sun Life or Allianz Global Assistance, based on available medical evidence, determines that you can be returned to the province where you live, and you refuse to return.
- services which are required for the same illness or injury for which you received emergency services, including any complications arising out of that illness or injury, if you had unreasonably refused or neglected to receive the recommended medical services.
- where the trip was taken to obtain medical services for an illness or injury, services related to that illness or injury, including any complications or any emergency arising directly or indirectly out of that illness or injury.

## Your medical services at a glance

Covered expenses	Details	Payment limits
<b>Medical services and equipment</b>		
Out-of-hospital private duty nurse	<p>Must be medically necessary</p> <p>Must be for nursing care, and not for custodial care, and must be prescribed by a doctor</p> <p>The private duty nurse must be a nurse or nursing assistant who is licensed, certified or registered in the province where you live and who does not normally live with you</p> <p>The services of a registered nurse are eligible only when someone with lesser qualifications cannot perform the duties</p>	\$5,000 per person during any 3 consecutive benefit years
Ambulance	<p>Transportation in a licensed ambulance that takes you to and from the nearest hospital that is able to provide the necessary medical services</p> <p>Must be medically necessary</p> <p>Expenses incurred outside Canada for emergency services will be paid based on the conditions that appear in the Benefit Summary for <i>Out-of-province emergency services</i></p>	
Air ambulance	<p>Transportation in a licensed air ambulance that takes you to the nearest hospital that is able to provide the necessary medical services</p> <p>Must be medically necessary</p> <p>Expenses incurred outside Canada for emergency services will be paid based on the conditions that appear in the Benefit Summary for <i>Out-of-province emergency services</i></p>	

Covered expenses	Details	Payment limits
Diagnostic services	The following diagnostic services that you receive outside of a hospital, except where your provincial plan considers the expense to be an insured service: <ul style="list-style-type: none"> <li>laboratory tests when prescribed by a doctor</li> <li>ultrasounds</li> <li>medical imaging services, including MRIs and CT scans</li> </ul>	For all medical imaging services combined, \$1,000 per person per benefit year
Dental services following an accident	Dental services, including braces and splints, to repair damage to natural teeth caused by an accidental blow to the mouth that occurs while you are covered  You must receive these services within 12 months of the accident	We will only cover up to the fee stated in the <i>Dental Association Fee Guide</i> for a general practitioner in the province where the employee lives
Ophthalmologist or licensed optometrist	Services of an ophthalmologist or licensed optometrist	\$60 per person over 2 benefit years
Contact lenses or intraocular lenses	After cataract surgery	One lens per eye, per lifetime
Wigs	After chemotherapy	\$300 per person, per lifetime
Equipment	Medically necessary equipment that meets your basic medical needs, that you rented (or purchased at our request)  For equipment to be eligible, we may require a doctor's prescription  If alternate equipment is available, eligible expenses are limited to the cost of the least expensive equipment that meets your basic medical needs	For wheelchairs, we only cover the cost of a manual wheelchair, except if your medical condition requires that you use an electric wheelchair
Casts, trusses or crutches		
Splints or braces	Must be prescribed by a doctor	
Breast prostheses	Required as a result of surgery	\$200 per person per benefit year
Surgical brassieres	Required as a result of surgery	2 brassieres per person per benefit year
Artificial limbs and eyes		
Stump socks		5 pairs per person per benefit year
Elastic support stockings, including pressure gradient hose	Must be prescribed by a doctor	2 pairs per person per benefit year
Custom-made orthopaedic shoes or modifications to orthopaedic shoes	Must be prescribed by a doctor, podiatrist or chiroprapist	1 pair per person per benefit year

Covered expenses	Details	Payment limits
Hearing aids		\$300 per person over 4 benefit years Repairs and batteries are included in this maximum
Oxygen		
Blood glucose monitors		\$700 per person, per lifetime
Continuous Glucose Monitor (CGM) receivers, transmitters or sensors	Only for persons diagnosed with Type 1 diabetes  You must provide us with a doctor's note confirming the diagnosis	Combined maximum of \$4,000 per person per benefit year
Insulin pumps	Must be prescribed by a doctor	
Colostomy supplies		
TENS machines	Must be prescribed by a doctor	\$300 per person over 5 benefit years
Incontinence supplies such as diapers, pads and disposable briefs	Required as a result of an illness	
Medicated dressing and bandages		
<b>Paramedical services</b>		
Paramedical practitioners listed in the Benefit Summary	The paramedical practitioners must be qualified	Up to the reimbursement level indicated in the Benefit Summary  We will not pay for the cost of services rendered by a podiatrist in Ontario and Alberta unless they are performed after the provincial medicare plan has paid its annual maximum benefit
<p><i>Qualified</i> means a person who is a member of the appropriate governing body established by the provincial government for their profession. In the absence of a governing body, the person must be an active member of an association approved by us.</p> <p><i>Qualified</i> paramedical practitioners must:</p> <ul style="list-style-type: none"> <li>• belong to a regulatory body or in the absence of a regulatory body, belong to an association approved by us,</li> <li>• be licensed or registered, as required by the applicable provincial regulatory body,</li> <li>• have undergone appropriate training and obtained necessary credentials in support of the services or supplies rendered,</li> <li>• maintain clinical records and files consistent with the reasonable practices and standards of others in their field or as may be required by a regulatory body or association,</li> <li>• produce clinical records and files to us upon request and generally act in a manner that is responsive to inquiries from us, and</li> <li>• not engage in administrative practices unacceptable to us.</li> </ul> <p>This is not an exhaustive list of qualifications. We have the sole discretion to determine whether a paramedical practitioner is qualified to render a service or provide a supply. To the extent that the qualifications listed above apply to clinics, we have the sole discretion to determine whether a clinic is qualified such that claims for services or supplies rendered at that clinic are eligible for reimbursement under this plan.</p>		

Covered expenses	Details	Payment limits
<b>Vision care</b>		
Contact lenses, eyeglasses or laser eye correction surgery	<p>An ophthalmologist or licensed optometrist must have prescribed contact lenses or eyeglasses</p> <p>You must have received the above from an ophthalmologist, licensed optometrist or optician</p> <p>We will only cover laser eye correction surgery that an ophthalmologist has performed</p>	<p>Up to the reimbursement level indicated in the Benefit Summary</p> <p>We will not pay for sunglasses, magnifying glasses, or safety glasses of any kind, unless they are prescription glasses needed for the correction of vision</p>

## When coverage ends

See the Benefit Summary at the beginning of this booklet to see when your coverage ends.

## Payments after coverage ends

If you are totally disabled, as defined in the contract, when your coverage ends, benefits will continue for expenses that result from the illness that caused the total disability if the expenses are incurred:

- during the uninterrupted period of total disability,
- within 90 days of the end of coverage, and
- while this provision is in force.

**If the Extended Health Care benefit ends**, coverage for dental services to repair natural teeth damaged by an accidental blow will continue, if both of the following apply:

- the accident occurred while you were covered, and
- you have the procedure within 6 months after the date of the accident.

## What is not covered

We will not pay for the costs of:

- services or supplies payable or available (regardless of any waiting list) under any government-sponsored plan or program, except as described below under Integrating with government programs.
- implanted prosthetic or medical devices (examples of these devices are gastric lap bands, breast implants, spinal implants and hip implants).
- equipment that we consider ineligible (examples of this equipment are orthopaedic mattresses, exercise equipment, air-conditioning or air-purifying equipment, whirlpools and humidifiers).
- services or supplies that are not usually provided to treat an illness, including experimental or investigational treatments as defined in the contract.
- services or supplies that do not qualify as medical expenses under the Income Tax Act (Canada).
- services or supplies for which no charge would have been made in the absence of this coverage.

We will not pay benefits when the claim is for an illness resulting from:

- the hostile action of any armed forces, insurrection or participation in a riot or civil commotion.
- any work for which you were compensated that was not done for the employer who is providing this plan.
- participation in a criminal offence.

## Integrating this plan with government programs

This plan will integrate with benefits payable or available under the government-sponsored plan or program (the *government program*).

The covered expense under this plan is the remaining portion of the expense that the government program does not pay or make available, regardless of:

- whether you have made an application to the government program,
- whether your being covered under this plan affects your ability to be eligible for or entitled to any benefits under the government program, or
- whether there are any waiting lists.



# Emergency Travel Assistance



## General description of the coverage

In this section, *you* means the employee and all dependents covered for Emergency Travel Assistance benefits.

**Emergency** means an acute illness or accidental injury that requires immediate, medically necessary treatment prescribed by a doctor.

This benefit, called **Medi-Passport**, supplements the emergency portion of your Extended Health Care coverage. We will only cover emergency services obtained within the time limit indicated in the Benefit Summary. If hospitalization occurs within this period, in-patient services are covered until the date you are discharged.

The emergency services excluded from coverage, and all other conditions including maximums, limitations and exclusions that apply to your Extended Health Care coverage also apply to Medi-Passport.

**Bring your Travel card with you!** There you will find telephone numbers and the information you'll need to confirm your coverage and get help.

### Getting help

#### Contact us right away in an emergency!

You or someone with you must contact AZGA Service Canada Inc. (*Allianz Global Assistance*) right away.

**If Allianz Global Assistance does not hear from you first, before** you receive emergency services, and we determine that someone could have reasonably made contact on your behalf, Sun Life has the right to deny or limit payments for all expenses related to that emergency.

In extreme circumstances where contact with Allianz Global Assistance cannot be made before services are provided, you must contact Allianz Global Assistance as soon as possible afterwards.

Access to a fully staffed coordination centre is available 24 hours a day. Please consult the telephone numbers on the Travel card.

Allianz Global Assistance may arrange for:

### On the spot medical assistance

Allianz Global Assistance will provide referrals to physicians, pharmacists and medical facilities.

As soon as Allianz Global Assistance is notified that you have a medical emergency, its staff, or a physician designated by Allianz Global Assistance, will, when necessary, attempt to establish communications with the attending medical personnel to obtain an understanding of the situation and to monitor your condition. If necessary, Allianz Global Assistance will also guarantee or advance payment of the expenses incurred to the provider of the medical service.

Allianz Global Assistance will provide translation services in any major language that may be needed to communicate with local medical personnel.

Allianz Global Assistance will transmit an urgent message from you to your home, business or other location. Allianz Global Assistance will keep messages to be picked up in its offices for up to 15 days.

<p><b>Transportation home or to a different medical facility</b></p>	<p>Allianz Global Assistance may determine, in consultation with an attending physician, that it is necessary for you to be transported under medical supervision to a different hospital or treatment facility or to be sent home.</p> <p>In these cases, Allianz Global Assistance will arrange, guarantee, and if necessary, advance the payment for your transportation.</p> <p>Sun Life or Allianz Global Assistance, based on available medical evidence, will make the final decision whether you should be moved, when, how and to where you should be moved and what medical equipment, supplies and personnel are needed.</p>
<p><b>Meals and accommodations expenses</b></p>	<p>If your return trip is delayed or interrupted due to a medical emergency or the death of a person you are travelling with who is also covered by this benefit, Allianz Global Assistance will arrange for your meals and accommodations at a commercial establishment. We will pay a maximum of \$150 a day for each person for up to 7 days.</p> <p>Allianz Global Assistance will arrange for meals and accommodations at a commercial establishment, if you have been hospitalized due to a medical emergency while away from the province where you live and have been released, but, in the opinion of Allianz Global Assistance, are not yet able to travel. We will pay a maximum of \$150 a day for up to 5 days.</p>
<p><b>Travel expenses home if stranded</b></p>	<p>Allianz Global Assistance will arrange and, if necessary, advance funds for transportation to the province where you live:</p> <ul style="list-style-type: none"> <li>• for you if, due to a medical emergency, you have lost the use of a ticket home because you or a dependent had to be hospitalized as an in-patient, transported to a medical facility or repatriated (sent home); or</li> <li>• <b>for a child</b> if, due to a medical emergency, you need to be admitted to hospital and they are left unattended while travelling with you outside the province where you live. We provide this benefit for children who are under 16 or mentally or physically handicapped.</li> </ul> <p>If necessary, in the case of such a child, Allianz Global Assistance will also make arrangements and advance funds for a qualified person to go home with the child as their attendant.</p> <p>We will pay a maximum of the cost of the transportation minus any redeemable portion of the original ticket.</p>
<p><b>Travel expenses of family members</b></p>	<p>Allianz Global Assistance will arrange and, if necessary, advance funds for one round-trip economy class ticket for a member of your immediate family to travel from their home to the hospital where you are:</p> <ul style="list-style-type: none"> <li>• if you are there for more than 7 days in a row, and</li> <li>• if you are travelling alone or you are travelling only with a child who is under 16 or mentally or physically handicapped.</li> </ul> <p>We will pay up to \$150 a day for the family member to eat and stay at a commercial establishment up to 7 days.</p>
<p><b>Returning you home (repatriation)</b></p>	<p>If you die while out of the province where you live, Allianz Global Assistance will pay up to \$5,000 to do the following:</p> <ul style="list-style-type: none"> <li>• arrange for all necessary government authorizations.</li> <li>• arrange for the return of your remains in an approved container.</li> </ul>

<b>Returning your vehicle</b>	Allianz Global Assistance will arrange and, if necessary, advance funds up to \$500 to return a private vehicle to the province where you live or a rental vehicle to the nearest appropriate rental agency if death or a medical emergency prevents you from doing so.
<b>Lost luggage or documents</b>	If your luggage or travel documents become lost or stolen while you are travelling outside of the province where you live, Allianz Global Assistance will direct you in how to arrange for replacement of travel documents or who to contact about your lost or stolen luggage. This is a service only. There is no benefit amount payable in the event of lost or stolen luggage or documents.
<b>Limits on advances</b>	Advances will not be made for requests of less than \$200. Requests in excess of \$200 will be made in full up to a maximum of \$10,000.
<b>Reimbursement of expenses</b>	<p>If you obtain confirmation from Allianz Global Assistance that you are covered and a medical emergency exists, Sun Life will reimburse you for services and supplies that you paid for and that are covered by this plan. In this situation, you should do the following:</p> <ul style="list-style-type: none"> <li>• keep the receipts.</li> <li>• always obtain a fully itemized bill for any hospital treatment.</li> <li>• within 30 days of your return home, complete an Extended Health Care claim form, include original receipts and any itemized bills, and send directly to Allianz Global Assistance. Allianz Global Assistance's address can be obtained by visiting our Sun Life Financial Plan Member Services website at <a href="http://www.mysunlife.ca">www.mysunlife.ca</a> or by calling our Sun Life Financial Customer Care centre toll-free number 1-800-361-6212.</li> </ul> <p>Allianz Global Assistance will ask you to sign a form authorizing them to act on your behalf with your provincial medicare plan. You must sign and return this form to Allianz Global Assistance before your claim can be processed.</p>
<b>Coordination of coverage</b>	<p>If you are covered under this group plan and certain other plans, we will coordinate payments with the other plans in accordance with guidelines adopted by the Canadian Life and Health Insurance Association.</p> <p>The plan from which you make the first claim will be responsible for managing and assessing the claim. It has the right to recover from the other plans the expenses that exceed its share.</p>
<b>Your responsibility for advances</b>	<p>You will have to reimburse Sun Life for any of the following amounts advanced by Allianz Global Assistance:</p> <ul style="list-style-type: none"> <li>• any amounts which are or will be reimbursed to you by your provincial medicare plan.</li> <li>• that portion of any amount which exceeds the maximum amount of your coverage under this plan.</li> <li>• amounts paid for services or supplies not covered by this plan.</li> <li>• amounts which are your responsibility, such as deductibles and the percentage of expenses payable by you.</li> </ul> <p>Sun Life will bill you for any outstanding amounts. Payment will be due when the bill is received.</p>
<b>Limits on Emergency Travel Assistance coverage</b>	There are countries where Allianz Global Assistance is not currently available for various reasons. For the latest information, please call Allianz Global Assistance before you leave on your trip.

Allianz Global Assistance reserves the right to suspend, curtail or limit its services in any area, without prior notice, because of:

- a rebellion, riot, military up-rising, war, labour disturbance, strike, nuclear accident, terrorism or an act of God.
- the refusal of authorities in the country to permit Allianz Global Assistance to fully provide service to the best of its ability during any such occurrence.

**Liability of Sun Life or Allianz Global Assistance**

Neither Sun Life nor Allianz Global Assistance will be liable for the negligence or other wrongful acts or omissions of any physician or other health care professional providing direct services covered under this group plan.

# Dental Care



## General description of the coverage

In this section, *you* means the employee and all dependents covered for Dental Care benefits.

Dental Care coverage pays for eligible expenses that you incur for dental procedures provided by a licensed dentist, denturist, dental hygienist and anaesthetist while you are covered by this group plan.

For each dental procedure, we will only cover **reasonable expenses**. We will not cover more than the fee stated in the Dental Association Fee Guide specified in the Benefit Summary. When a fee guide is not published for a given year, the term *fee guide* may also mean an adjusted fee guide established by Sun Life.

We will base payments on the fee guide at the time the person receives the treatment.

### To decide what part of a procedure we will pay for:

- we will first find out if you could have had alternate, or other, dental procedures.
- we confirm that these alternate procedures are part of usual and accepted dental work and produced a similar result to the procedure that the dentist performed.

We will only pay the reasonable cost of the least expensive alternate procedure.

<b>If you receive any temporary dental service</b>	It will be included as part of the final dental procedure used to correct the problem and not as a separate procedure. The fee for the permanent service will be used to determine the reasonable and customary charge for the final dental service.
<b>Claiming when the expense is incurred</b>	<p>You must claim an expense for the benefit year in which you incur the expense.</p> <p>The benefit year is indicated in the Benefit Summary.</p> <p>You incur an expense on the date your dentist performs a single appointment procedure.</p> <p>For procedures which take more than one appointment, you incur an expense once the entire procedure is completed, except for orthodontic procedures where an expense is incurred for each appointment.</p> <p>See the table <b>Instructions and Time Limits for Sending Us Your Claims</b> at the beginning of this booklet for information about when and how to make a claim.</p>
<b>Deductible and reimbursement level</b>	<p>The deductible is the portion of claims that you are responsible for paying. After the deductible has been paid, claims will be paid up to the reimbursement level under this plan.</p> <p><b>For each type of service listed below, the deductible and the reimbursement level are indicated in the Benefit Summary.</b></p> <p>If all or part of the deductible is satisfied within the last 3 months of the benefit year, your deductible for the next benefit year will be reduced by this amount.</p>
<b>Maximum benefit</b>	Maximums are indicated in the Benefit Summary.

**Getting an estimate before you have certain procedures**

For any major treatment or any procedure that will cost more than \$500, we suggest that you send us an estimate before the work is done. Here's what to expect:

- you will send us a completed dental claim form that shows the treatment that the dentist is planning and the cost.
- both you and the dentist will have to complete parts of the claim form.
- we will tell you how much of the planned treatment is covered. This way you will know how much of the cost you will be responsible for before the work is done.

## Your dental services at a glance

Covered expenses	Details / Payment limits
<b>Preventive dental procedures</b> – Your dental benefits include the following procedures used to help prevent dental problems. They are procedures that a dentist performs routinely to help maintain good dental health.	
<b>Oral examinations</b>	<ul style="list-style-type: none"> <li>• 1 complete examination every 36 months.</li> <li>• 1 recall examination every 6 months for a person under age 17 or every 9 months for any other person.</li> <li>• emergency or specific examinations.</li> </ul>
<b>X-rays</b>	<ul style="list-style-type: none"> <li>• 1 complete series of x-rays or 1 panorex every 36 months.</li> <li>• 1 set of bitewing x-rays every 6 months for a person under age 17 or every 9 months for any other person.</li> <li>• x-rays to diagnose a symptom or examine progress of a certain course of treatment.</li> </ul>
<b>Other services</b>	<ul style="list-style-type: none"> <li>• required consultations between two dentists.</li> <li>• polishing (cleaning of teeth) and topical fluoride treatment once every 6 months for a person under age 17 or every 9 months for any other person.</li> <li>• emergency or palliative services.</li> <li>• diagnostic tests and laboratory examinations.</li> <li>• removing impacted teeth.</li> <li>• providing space maintainers for missing primary teeth.</li> <li>• pit and fissure sealants.</li> <li>• oral hygiene instruction, up to 2 sessions per benefit year.</li> </ul>
<b>Basic dental procedures</b> – Your dental benefits include the following procedures used to treat basic dental problems.	
<b>Fillings</b>	<ul style="list-style-type: none"> <li>• amalgam (silver) and composite or acrylic (white), or equivalent.</li> </ul>
<b>Extraction of teeth</b>	<ul style="list-style-type: none"> <li>• removing teeth, except impacted teeth (Preventive dental procedures).</li> </ul>
<b>Basic restorations</b>	<ul style="list-style-type: none"> <li>• prefabricated metal restorations and repairs to prefabricated metal restorations, other than in conjunction with the placement of permanent crowns.</li> </ul>
<b>Endodontics</b>	<ul style="list-style-type: none"> <li>• root canal therapy and root canal fillings, and treatment of disease of the pulp tissue.</li> </ul>
<b>Periodontics</b>	<ul style="list-style-type: none"> <li>• treating disease of the gum and other supporting tissue.</li> </ul>
	<ul style="list-style-type: none"> <li>• scaling and root planing, up to a combined maximum of 12 units of 15 minutes per benefit year.</li> </ul>

	<ul style="list-style-type: none"> <li>occlusal equilibration, up to a maximum of 8 units of 15 minutes per benefit year.</li> </ul>
<b>Oral surgery</b>	<ul style="list-style-type: none"> <li>surgery, other than the removal of impacted teeth (Preventive dental procedures).</li> </ul>
<b>Anaesthesia and conscious sedation</b>	<ul style="list-style-type: none"> <li>anaesthesia and conscious sedation in conjunction with a dental procedure covered under this plan.</li> </ul>
<b>Major dental procedures</b> – Your dental benefits include the following procedures used to treat major dental problems.	
<b>Major restorations</b>	<ul style="list-style-type: none"> <li>inlays and onlays. Crowns and repairs to crowns, other than prefabricated metal restorations (Basic dental procedures).</li> </ul>
<b>Repair of bridges</b>	<ul style="list-style-type: none"> <li>repair of bridges.</li> </ul>
<b>Repair of dentures</b>	<ul style="list-style-type: none"> <li>repair of dentures.</li> </ul>
<b>Rebase or reline</b>	<ul style="list-style-type: none"> <li>rebase or reline of an existing partial or complete denture.</li> </ul>
<b>Prosthodontics</b>	<p>Construction and insertion of bridges or standard dentures, limited to teeth extracted while a person is covered under this provision.</p> <p>We do not consider charges for a replacement bridge or replacement standard denture an eligible expense during the 5 year period after a previous bridge or standard denture is constructed or inserted, <b>unless either 1. or 2. below is true:</b></p> <ol style="list-style-type: none"> <li>it is needed to replace a bridge or standard denture which has caused temporomandibular joint (TMJ) disturbances and which cannot be economically modified to correct the condition.</li> <li>it is needed to replace a transitional denture which was inserted shortly after teeth were extracted, where the dentist cannot economically get it to the final shape needed.</li> </ol>
<b>Orthodontic procedures</b> – Your dental benefits include the following procedures used to treat misaligned or crooked teeth.	
<b>Only persons under the maximum age indicated in the Benefit Summary are covered for these procedures.</b>	
<b>Coverage includes orthodontic examinations, including orthodontic diagnostic services and fixed or removable appliances such as braces</b>	<p>The following orthodontic procedures are covered:</p> <ul style="list-style-type: none"> <li>interceptive, interventive or preventive orthodontic services, other than space maintainers (Preventive dental procedures).</li> <li>comprehensive orthodontic treatment, using a removable or fixed appliance, or combination of both. This includes diagnostic procedures, formal treatment and retention.</li> </ul>

## When coverage ends

See the Benefit Summary at the beginning of this booklet to see when your coverage ends.

## Payments after coverage ends

If the Dental Care benefit ends, coverage for dental services to repair natural teeth damaged by an accidental blow will continue, if both of the following apply:

- the accident occurred while you were covered, and
- you have the procedure within 6 months after the date of the accident.

## What is not covered

We will not pay for services or supplies payable or available (regardless of any waiting list) under any government-sponsored plan or program unless explicitly listed as covered under this benefit.

We will not pay for services or supplies that are not usually provided to treat a dental problem.

We will not pay for:

- procedures performed primarily to improve appearance.
- the replacement of dental appliances that are lost, misplaced or stolen.
- charges for appointments that you do not keep.
- charges for completing claim forms.
- services or supplies for which no charge would have been made in the absence of this coverage.
- supplies usually intended for sport or home use, for example, mouthguards.
- procedures or supplies used in full mouth reconstructions (capping all of the teeth in the mouth), vertical dimension corrections (changing the way the teeth meet) including attrition (worn down teeth), alteration or restoration of occlusion (building up and restoring the bite), or for the purpose of prosthetic splinting (capping teeth and joining teeth together to provide additional support).
- transplants and repositioning of the jaw.
- charges related to the temporomandibular joint (TMJ) treatment.
- charges related to implants, including surgery charges.
- experimental treatments.

We will also not pay for dental work resulting from:

- the hostile action of any armed forces, insurrection or participation in a riot or civil commotion.
- teeth malformed at birth or during development.
- participation in a criminal offence.



# Life Coverage



## General description of the coverage

Your Life coverage provides a benefit for your beneficiary if you die while covered. Your spouse's Life coverage provides a benefit if your spouse dies while covered.

**See the Benefit Summary at the beginning of this booklet to see the amount of coverage and the date coverage ends.**

See the table **Instructions and Time Limits for Sending Us Your Claims** at the beginning of this booklet for information about when and how to make a claim.

<b>Who we will pay</b>	<p>If you die while covered, we will pay the full amount of your benefit to your last named beneficiary on file with us.</p> <p>If you have not named a beneficiary, we will pay the benefit amount to your estate. Anyone can be your beneficiary. You can change your beneficiary at any time, unless a law prevents you from doing so or you indicate that the beneficiary is not to be changed.</p> <p>For your spouse's optional coverage, we will pay the full amount of the benefit to the last named beneficiary on file with us. If you have not named a beneficiary, we will pay the benefit amount to you.</p> <p><b>Fact</b> There are different rules for designating a minor beneficiary, please refer to your contract for specific information.</p>
<b>Suicide</b>	<p>If you or your spouse have any optional coverage that has been in effect for less than 2 years, we will not pay benefits if death is by suicide, regardless of whether you or your spouse have a mental illness or intend or understand the consequences of your actions.</p>

## Converting Life coverage

If your Life coverage or your spouse's Life coverage ends or reduces for any reason other than your request, you or your spouse may apply to convert the group Life coverage to an individual Life policy with Sun Life without providing proof of good health.

The request must be made within 31 days that the Life coverage reduces or ends.

### Important

There are a number of rules and conditions in the group contract that apply to converting this coverage, including the maximum amount that can be converted. Please contact your employer for details.

## Respecting your privacy

Respecting your privacy is a priority for the Sun Life Financial group of companies. We keep in confidence personal information about you and the products and services you have with us to provide you with investment, retirement and insurance products and services to help you meet your lifetime financial objectives. To meet these objectives, we collect, use and disclose your personal information for purposes that include: underwriting; administration; claims adjudication; protecting against fraud, errors or misrepresentations; meeting legal, regulatory or contractual requirements; and we may tell you about other related products and services that we believe meet your changing needs. The only people who have access to your personal information are our employees, distribution partners such as advisors, and third-party service providers, along with our reinsurers. We will also provide access to anyone else you authorize. Sometimes, unless we are otherwise prohibited, these people may be in countries outside Canada, so your personal information may be subject to the laws of those countries. You can ask for the information in our files about you and, if necessary, ask us in writing to correct it. To find out more about our privacy practices, visit [www.sunlife.ca/privacy](http://www.sunlife.ca/privacy).

## You have a choice

We will occasionally inform you of other financial products and services that we believe meet your changing needs. If you do not wish to receive these offers, let us know by calling 1-877-SUN-LIFE (1-877-786-5433).



## About Sun Life Financial

A market leader in group benefits, Sun Life Financial serves more than one in six Canadians, in over 12,000 corporate, association, affinity and creditor groups across Canada.

Our Core values – integrity, service excellence, customer focus and building value – are at the heart of who we are and how we do business.

Sun Life Financial and its partners have operations in 22 key markets worldwide including Canada, the United States, the United Kingdom, Hong Kong, the Philippines, Japan, Indonesia, India, China and Bermuda.

### Life's brighter under the sun

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

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