

Benefit FAQs

Q: When do my benefits start?

A: If you're a new hire, your benefits start 3 months after your start date. For re-hires, they start the day that you are hired back.

Q: How do I know what I am covered for?

A: Go to www.mysunlife.ca to login and review your benefit coverage or download the 'My Sun Life' app for up to the date information. For any major claim (dental) call Sun Life before hand to review coverage and options.

Q: How do I access my online Sun Life account?

A: You will need your

- Member ID (JDE #), it is on your Sun Life card or you can ask HR for it
- Birthday
- Postal code
- Contract/Policy Number, 083367

Q: What do I do if I lost my Sun Life card?

A: Login to your Sun Life account, go to the benefits center, and print your drug or travel card

Q: What do I do if my benefits aren't working?

A: Contact Sun Life @1-800-361-6212, they will be able to tell you what the problem is, you may have to call HR @780-960-1680 after to fix the problem.

Q: When does my benefit coverage end?

A: Unless you have pre-paid for winter benefit coverage, your benefits will end the day that you are laid off for the season.