

## HMRVSI and all SC Communities – Policy 951133

### Texas VSI – Policy 957556

### HMR of Alabama – Policy 957557

## Member support

Our member services team is here to help. Call 800-247-6875 Monday through Friday, 8 a.m. to 8 p.m. ET. If you need specific benefit information, please see the following contact information and reach out to us in the way that is best for you.

#### **Evidence of Insurability**

Mon.–Friday, 8 a.m. to 8 p.m. ET

Call: 800-247-6875

Online: [www.sunlife.com/account](http://www.sunlife.com/account)

Email: [my.eoi@sunlife.com](mailto:my.eoi@sunlife.com)

Fax: 781-304-5137

Call: 800-247-6875

Fax: 800-979-5128

#### **Portability and Conversion**

Call: 800-247-6875

#### **Long-Term Disability claims**

Mon.–Fri., 8 a.m. to 8 p.m. ET

Call: 800-247-6875

Online: [www.sunlife.com/account](http://www.sunlife.com/account)

Email: [myclaimsdocuments@sunlife.com](mailto:myclaimsdocuments@sunlife.com)

### **Claims:**

#### **Accident and Critical Illness claims**

Mon.–Thurs., 8 a.m. to 7 p.m. ET

Fri., 8 a.m. to 6 p.m. ET

Call: 877-820-5306

Email: [slfworksitclaims@disabilityrms.com](mailto:slfworksitclaims@disabilityrms.com)

Fax: 866-376-9480

#### **Short-Term Disability claims**

Mon.–Fri., 8 a.m. to 8 p.m. ET

Call: 855-629-8811

Online: [www.sunlife.com/account](http://www.sunlife.com/account)

Email: [myclaimsdocuments@sunlife.com](mailto:myclaimsdocuments@sunlife.com)

#### **Dental claims**

Mon.–Thurs., 8 a.m. to 8 p.m. ET

Fri., 8 a.m. to 7 p.m. ET

Call: 800-442-7742

Online: [www.sunlife.com/account](http://www.sunlife.com/account)

Find a dentist: [www.sunlife.com/findadentist](http://www.sunlife.com/findadentist)

#### **Vision questions and claims (VSP)**

Mon.–Fri., 8 a.m. to 11 p.m. ET

Sat.–Sun., 10 a.m. to 11 p.m. ET

Call: 800-877-7195

Online: [www.vsp.com](http://www.vsp.com)

### **Value-added services:**

#### **EAPBusiness Class**

#### **Life claims**

Mon.–Fri., 8 a.m. to 8 p.m. ET

#### **Emergency Travel Assistance**

Call (within the U.S.): 800-872-1414

Call (outside the U.S.): 609-986-1234  
Membership #: 01-AA-SUL-100101  
Email: [medservices@assistamerica.com](mailto:medservices@assistamerica.com)  
Online: [www.assistamerica.com](http://www.assistamerica.com)

Call: 877-409-9597  
Membership #: 01-AA-SUL-100101  
Online: [www.securassist.com/sunlife](http://www.securassist.com/sunlife)  
Access code: 18327

### **Identity Theft Protection**

App: GuidanceResources® Now  
Web ID: EAPBusiness  
TDD: 800-697-0353  
Online: [www.guidanceresources.com](http://www.guidanceresources.com)  
Call: 877-595-5281



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866-683-6334 | [www.sunlife.com](http://www.sunlife.com)

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