

## Notice

### Communications Notice

Free services are available to help you communicate with us. Upon request, Sun Life will provide appropriate aids and services leading to effective communication for qualified persons with disabilities. In addition we can provide other services, such as, letters in other languages, or in other formats like large print. You can also ask for an interpreter at no charge. To ask for help, please call the toll-free number listed on your ID card.

### Nondiscrimination Notice

Sun Life Assurance Company of Canada does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to us at [complaints.mailbox@sunlife.com](mailto:complaints.mailbox@sunlife.com) or One Sun Life Executive Park, SC 3093, Wellesley Hills, MA 02481-5699. You can also call 800-432-1102, extension 3557937.

### Complaint Notice

You can file a complaint with the California Department of Insurance. Contact the Department of Insurance at 800-927-4357 or 213-897- 8921, by writing to the California Department of Insurance, Consumer Services Division, 300 Spring St., Los Angeles, CA 90013, or by visiting [www.insurance.ca.gov](http://www.insurance.ca.gov).

In addition, you can submit a complaint to U.S. Dept. of Health and Human Services.

Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>  
Phone: Toll-free 1-800-368-1019, 1-800-537-7697 (TDD)  
Mail: U.S. Dept. of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201