

COVID-19 Updates and Resources

We know that all of you want to keep your own businesses running effectively, and we've taken steps to make that easier, including a new page on sunlife.ca/advisor to act as a centralized place for you to access communications and material specifically related to COVID-19.

LIFE AND HEALTH INSURANCE

Update: Temporary Non face-to-face process

You can now process an Insurance App end-to-end, without in-person interaction

As the situation with COVID-19 continues to evolve, so is our non face-to-face process. We have since made further temporary enhancements to the process outlined on March 12, which will make it easier for you to conduct business with Clients. [Read more](#)

LIFE AND HEALTH INSURANCE

COVID-19 : Medical requirement collection services – temporarily halted

Due to the evolving COVID-19 pandemic, and with the safety and wellbeing of our Clients and Medical Professionals in mind, our medical providers that support the underwriting process are also impacted and have temporarily halted and delayed medical requirements collection services. [Read more](#)

LIFE AND HEALTH INSURANCE

Update on our anti-money-laundering processes

We wanted to give an update on the progress we've been making on our anti-money-laundering (AML) processes. As communicated in December, we've launched our pilot on the Entity Attestation form. The Attestation form provides an alternate option for submitting supporting documents. It is an exception process for use when supporting documents are inaccurate or unavailable. [Read more](#)