

# New email access IDs make it easier to access sunlife.ca

November 25, 2010

We're always looking for ways to make it easier for you to interact with us online. Starting December 12, we're introducing an email access ID option.

## What's changing?

### We listened

You told us you want an easier way to sign in – that it can be difficult to memorize a 12 or 14 digit number.

We won't let a difficult-to-remember access ID stand in your way. There's so much for you to do in the password-protected area of [mysunlife.ca](http://mysunlife.ca) we're making the sign-in process as easy as possible.

### Numbers are optional

When you sign in to the new my Sun Life page after December 12, you'll have the option of using your **email address as your access ID** instead of the 12 or 14 digit numerical ID you use now.

**Note:** If you call our Customer Care Centre or use our automated telephone system, you will still need to use your numerical access ID.

### More control for you

You have the flexibility and control to update your email access ID at any time. Simply sign in to [mysunlife.ca](http://mysunlife.ca) and go to your **Profile > Access info page**. From there, you can add, change and even delete your email access ID. Managing your access has never been easier.

## Questions?

If you have any questions, please contact the Customer Care Centre at 1-800-361-6212.

