

How to file a MA Paid Family and Medical Leave (MA PFML) and a Short-Term Disability (STD) claim

1. You can file a claim for Massachusetts Paid Family Leave or Paid Medical leave and Short-Term Disability online or by returning paper forms to us.
You can find paper forms on www.sunlife.com/us, under Client Support or by contacting Sun Life by phone to obtain them.

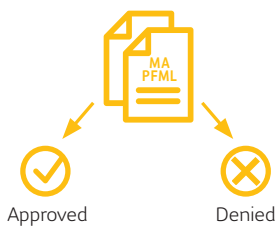


2. You are responsible for completing the **Employee Statement** and your employer will need to complete the **Employer Statement**, returning it directly to Sun Life.
We may need additional forms or information from you or your healthcare provider based on whether you are taking leave to care for yourself (your own serious health condition), for a family member,* to bond with a child, to care for an injured service member, or for a military exigency.

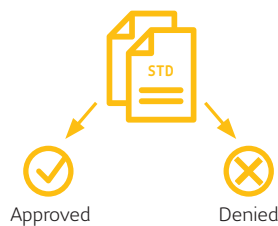


*Benefits effective July 1, 2021 for care of a family member with a serious health condition.

3. As soon as we received the completed paperwork, a case specialist will review your claim for MA PFML and STD.



During our reviews, we may request additional information from you, your employer, or your healthcare provider.



Separate decisions are made for MA PFML and STD, which will be communicated to you in one decision letter.

4. If approved for MA PFML and STD benefits, you will receive payments through the date on which benefits are approved. If denied, we will provide the reasons for our decision. You may appeal this if you disagree with this decision.



5. While you are out, be sure to contact Sun Life by phone at 800-247-6875 to report intermittent absences, if applicable and to let us know if there are any changes to your leave of absence.
You can also view up-to-date MA PFML and STD claims status information online at www.sunlife.com/account.



Ways to file a MA PFML and STD claim

Online, sign into:
www.sunlife.com/account
and click on "Submit a disability claim/leave"



Mail paperwork to:
Sun Life
ATTN: Group STD Claims
P.O. Box 81915
Wellesley Hills, MA 02481



Fax paperwork to:
781-304-5599



Email paperwork to:
myclaimdocuments@sunlife.com



STD & MA PFML Policy #
945170