

## Key contacts to help you

Our Client Service account specialists are available Monday through Thursday, 8:00 a.m. to 7:00 p.m. and Friday, 8:00 a.m. to 6:00 p.m. ET. Call this team for any service-related inquiry. Additionally, you may call any of the teams below for direct service on a specific issue.

Dedicated Client Service	Phone/Fax/Online	Mailing address
<p><b>We have dedicated Client Service Account Specialists available to assist with:</b></p> <ul style="list-style-type: none"> <li>Administration questions and status requests</li> <li>Administration needs (terminations, beneficiary changes, etc.)</li> <li>Billing and premium and payment questions</li> <li>Assistance with our website</li> <li>Premium remittance</li> </ul>	<p>Toll Free Phone: 800-877-2701            8:00 am to 7 pm M – Th; 8:00 am to 6 pm Fr. ET            Fax: 877-820-5311            Service E-mail: <a href="mailto:ascustomerservice@disabilityrms.com">ascustomerservice@disabilityrms.com</a>            Website: <a href="http://www.asibpi.com">www.asibpi.com</a>            Please send Enrollment Forms to:  <a href="mailto:Newbusinessatas@disabilityrms.com">Newbusinessatas@disabilityrms.com</a></p>	<p><b>Premium Remittance Address:</b>            Administrative Services            26097 Network Place            Chicago, IL 60673-1260</p> <p>Payments can be made to  <b>Administrative Services</b></p>
<b>Claims questions or inquiries</b>		
<p><b>STD, LTD, Life claims</b></p>	<p>Toll Free Phone: 800-451-4531            Fax: 816-881-8768            Email Submission for STD/LTD:  <a href="mailto:KCBenefitCenter@sunlife.com">KCBenefitCenter@sunlife.com</a>            Email Submission for Life:  <a href="mailto:LifeClaims@sunlife.com">LifeClaims@sunlife.com</a></p>	<p><b>Please submit STD, LTD and Life claims to:</b>            Sun Life Financial            P.O. Box 973050            El Paso, Texas 79997-3050</p>
<p><b>Accident, Cancer, Critical Illness claims</b></p>	<p>Toll Free Phone: 877-820-5306            Fax: 866-376-9480            Email Submission:  <a href="mailto:slfWorksiteclaims@disabilityrms.com">slfWorksiteclaims@disabilityrms.com</a></p>	<p><b>Please submit Accident, Cancer and Critical Illness claims to:</b>            Sun Life Financial            300 Southborough Dr. Ste. 200            South Portland, Maine 04106-6914</p>
<p><b>Gap claims</b></p>	<p>Toll Free Phone: 800-648-8624            Fax: 816-968-0575            Email Submission using Safe Send:  <a href="mailto:Claimsml@ftj.com">Claimsml@ftj.com</a></p>	<p><b>Please submit Gap claims to:</b>            Fidelity Security Life Insurance Company            3130 Broadway            P. O. Box 418131            Kansas City, MO 64141-8131</p>

Web resources	
<a href="http://www.sunlife.com/us">www.sunlife.com/us</a>	<p>Public website where potential clients can learn about and do business with us.</p> <p>Access online secure portal where brokers can view block of business and commission statements. Employers can administer benefits and pay bills online. Members can view claim statuses. Providers can view account details.</p>



One Sun Life Executive Park  
Wellesley Hills, MA 02481

[www.sunlife.com/us](http://www.sunlife.com/us)

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