Sun Life®

Submitting Evidence of Insurability (EOI) online – it's quick and easy!

Did you know that the quickest and easiest way for your employees to submit an EOI is online through their Sun Life account? To give your employees access to this online service, register on www.sunlife.com/account today!

Why register on Sun Life Connect?

You, the employer, MUST be a registered user on Sun Life Connect (www.sunlife.com/account) for employees to have access to apply for EOI online. On Sun Life Connect, you will have:

- Access to all current EOI application statuses and the history of previous EOI application statuses
- Notification alerts when an EOI application has been submitted online and requires your attention/action
- Notification alerts when an application status has changed
- An easy way to search EOI applications by date, status or employee name

Benefits of submitting EOI online

- Applications can be completed more accurately and in less time than paper forms
- Employees will not be able to submit information until errors are corrected
- Email alerts to the employee and the employer to confirm that an application was received
- Quick EOI decisions – usually within minutes – on applications for which the employer has confirmed coverage

Employee access to online EOI

Employees can complete and submit their EOI application online at www.sunlife.com/EOI.

Important information about EOI

If an employee has EOI pending approval, then payroll deductions should only be made up to the Guaranteed Issue amount until Sun Life approves it. However, if an employee is considered a late entrant, no payroll deductions should be made for coverage while pending approval.

Once EOI coverage is approved, it becomes effective on the approval date or the date the application takes effect per the contract, whichever date is later. You can begin payroll deductions on the first of the month following the effective date. If the effective date falls on the first of the month, begin deductions that day.

If you have questions or are interested in learning more about our EOI process, review our EOI Employer Guide, or please call us at 800-247-6875, Monday through Friday, 8 a.m. to 8 p.m. ET.

Group insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states except New York. In New York, group insurance policies are underwritten by Sun Life Health Insurance Company U.S. (Lansing, MI).

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GMPHO-7054H2-i (10/25)