Submitting Family Building Claims Digitally

A step-by-step guide

Sun Life

Member website - English

Step 1

Step 2

Step 3

Step 4

Step 5

Submit a Client Care Centre request

Document or Client Care Centre number

Step 2 of 4

ℹ️ Please only submit documents that have been requested by the Client Care Centre at Sun Life.

If the Client Care Centre gave you a reference number, such as any of the following, please enter it now.

- Claim number
- Reference number
- Control number
- Claim package number

Number: FBPSURROGACY

For Adoption enrolment use: FBPADOPTION

For Surrogacy enrolment use: FBPENROLMENT

Step 6

Submit a Client Care Centre request

Submit documents

Step 3 of 4

Please only submit documents requested by Sun Life.

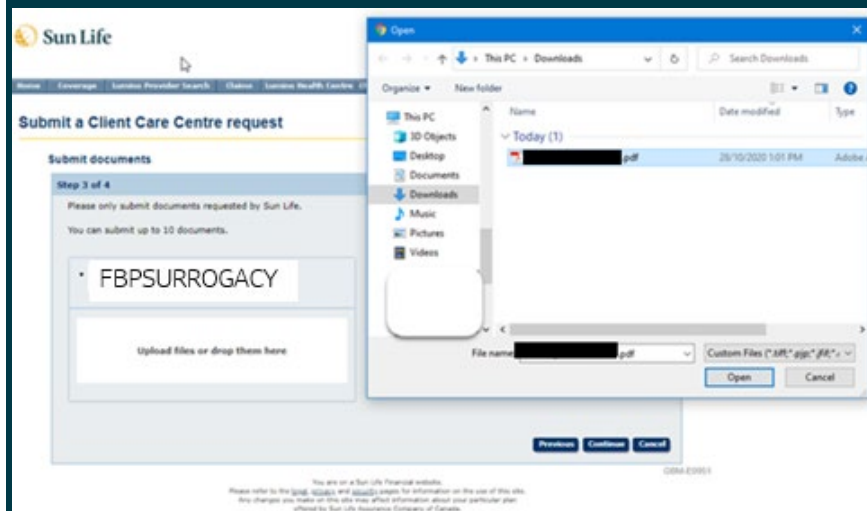You can submit up to 10 documents.

· FBPSURROGACY

Upload files or drop them here

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Step 7

Step 8
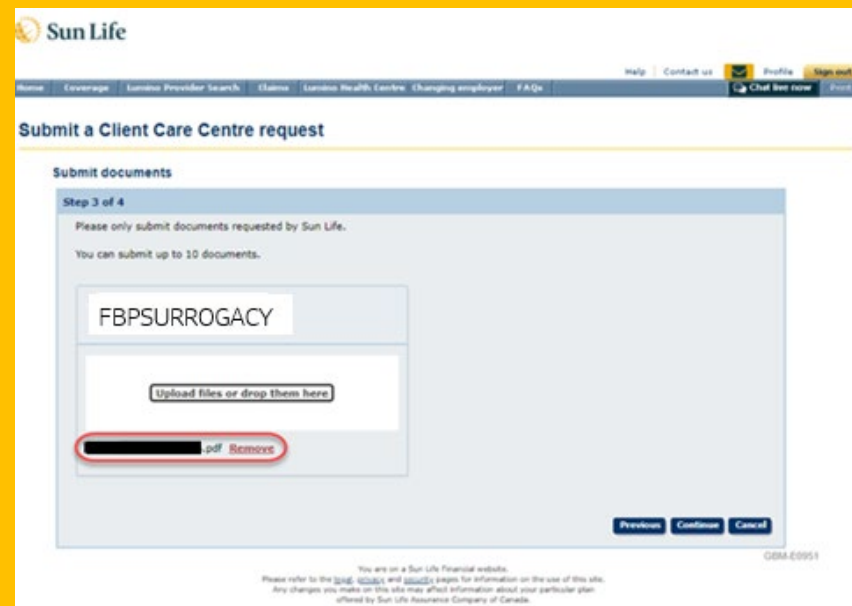
Step 9

Step 10

Mobile app - English

Step 1
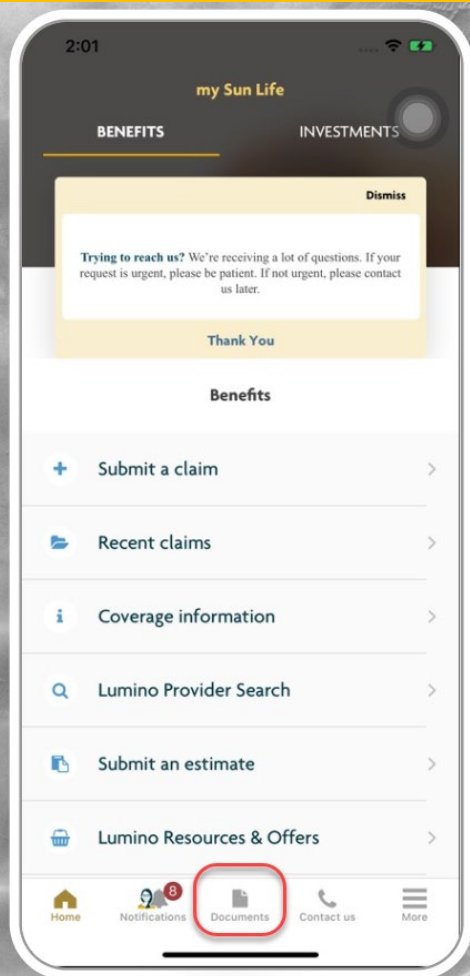
Step 2
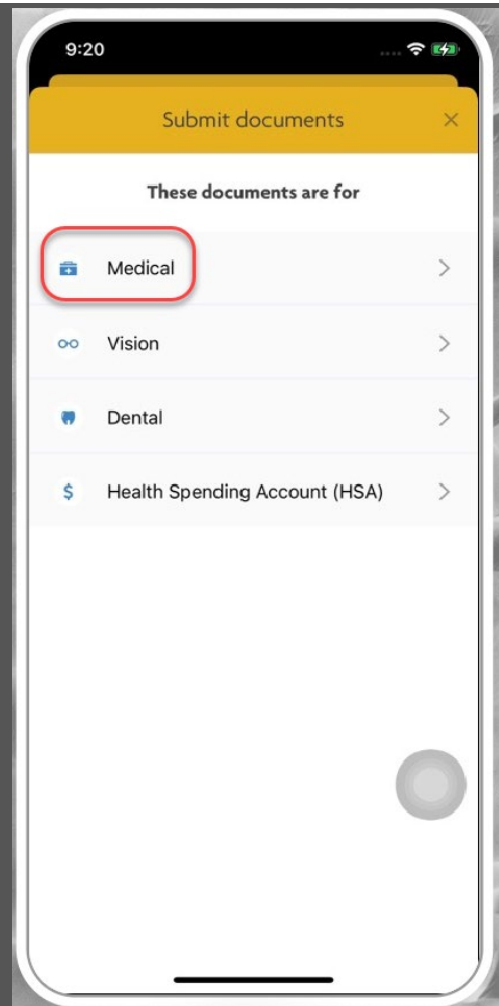
Step 3
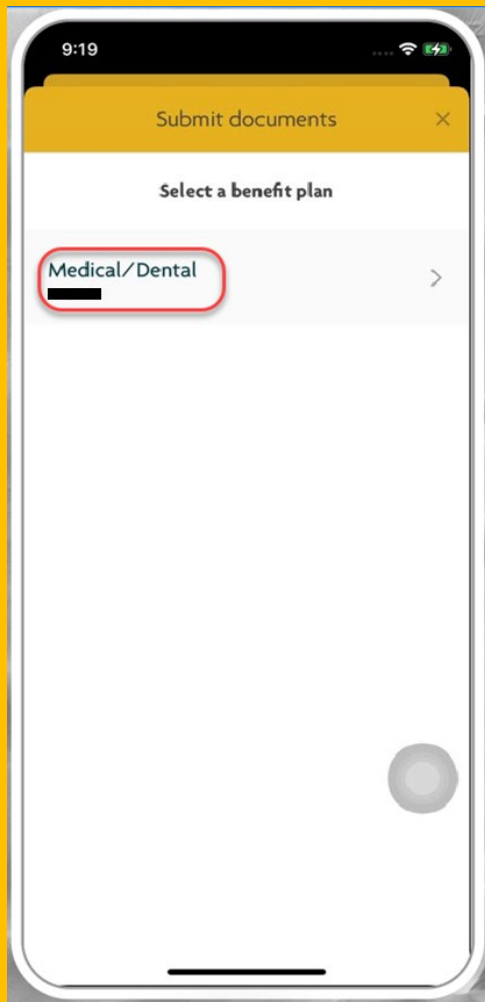
Step 4
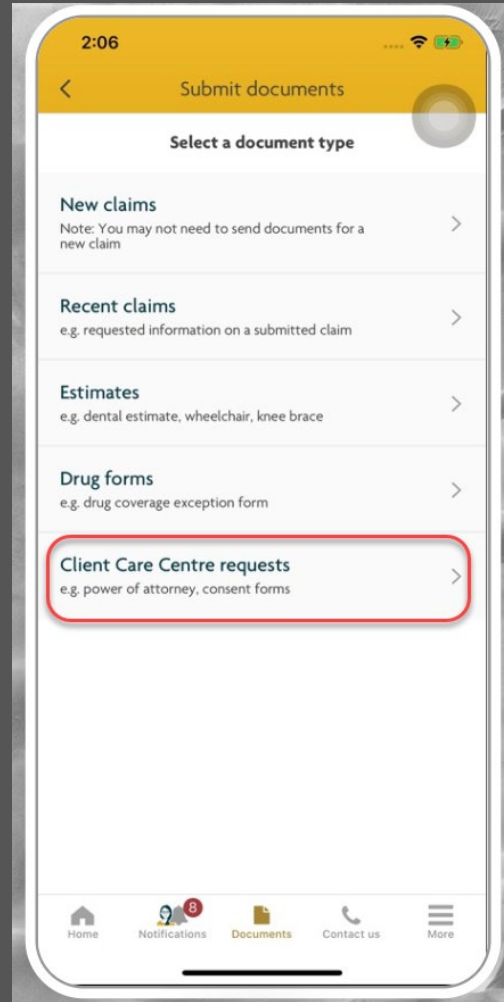
Step 5

2:07

< Submit documents

 # from document or call centre

Number   FBPSURROGACY

Please enter one of the following numbers found on your documentation or given to you by our call centre representative.

• Claim number
• Reference number
• Control number
• Claim package number

Please note
• There is a 30 photo maximum
• Please submit only documents that have been requested by Sun Life.

For Adoption enrolment use: FBPADOPTION

For Surrogacy enrolment use: FBPENROLMENT

| Cancel | Next |

Step 6

2:07

< Submit documents

Add photos of your documents.

📷
Add photo

| Cancel | Next |

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Step 7

Submit documents

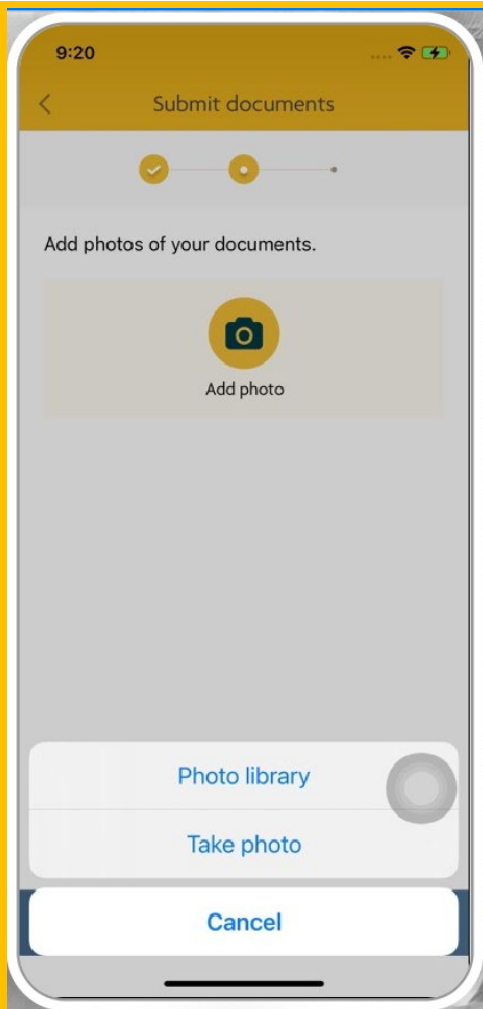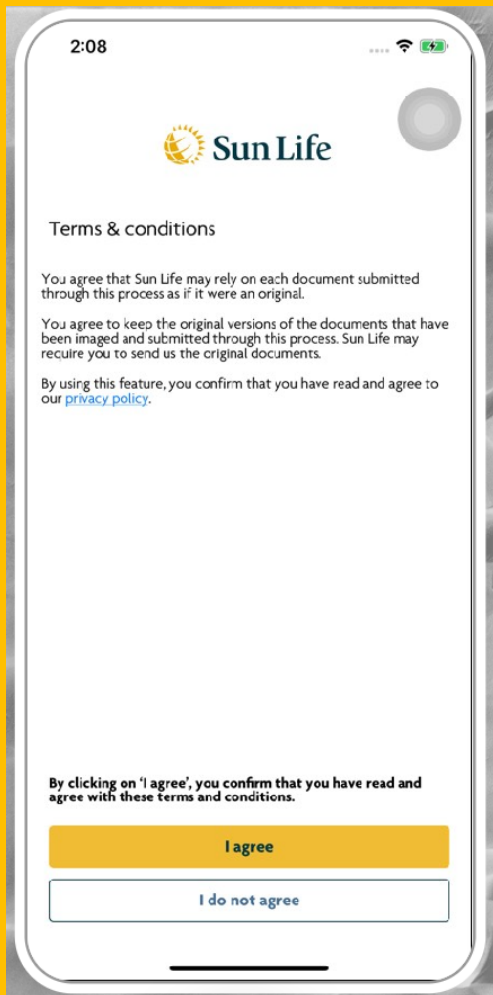Add photos of your documents.

Add photo

Photo library

Take photo

Cancel

Step 8

Submit documents

Add photos of your documents.

Add photo

1 photo attached

Photo 1   ✕

Cancel   Next

Step 9

Step 10