

**Sun Life has already told their Clients that they must change the wording in their handbooks. And the reasons they give are clearly because of the Nortel Disabled complaints.**

**From Sun Life's website:**

### **Administrative Services Only (ASO) - update to Plan Member Booklet**

**Due to the recent attention to Administrative Services Only (ASO) employee benefits plans in the legislature in connection with employers who are having financial difficulties**, Sun Life has clarified the wording in the Plan Member Booklet to better inform your plan members about the benefit funding arrangements of their plan. (See below).

Members need to know and understand if their benefit plan is under an ASO arrangement in order to make informed decisions about their personal benefit needs. The new wording clarifies the roles of Sun Life and their employer if their benefits are ASO.

We considered the legislative requirements for disclosure by plan sponsors in Alberta and British Columbia when we drafted the new wording. In these provinces, employers are legally required to disclose to employees that a plan is ASO.

You will see the change incorporated into your booklets at the next revision.

In addition to the plan member booklet, we will be refreshing our administration documentation (disability letters, tax information slips and cheques) to reflect the ASO arrangement, where applicable.

### **The new wording:**

The contract holder, <Name of the contract holder>, self-insures the <XXX> benefit. This means that <name of the contract holder> plays a role similar to that of an insurance company for its employees. <Name of the contract holder> has the sole legal and financial liability for this benefit and funds the claims from its net income, retained earnings or other financial resources. Sun Life provides administrative services only (ASO) such as claims processing.

### **Then they changed it again:**

#### **Administrative Services Only (ASO) - updates to Plan Member Booklet**

We received a lot of feedback regarding Focus Update #265 that was distributed on January 27. In light of these comments we are making some changes to our new ASO booklet wording to make it clearer.

### **The new wording:**

**The contract holder, <Name of the contract holder>, self-insures the <XXX> benefit. This means <Name of the contract holder> has the sole legal and financial liability for this benefit and funds the claims. Sun Life provides administrative services only (ASO) such as claims adjudication and claims processing.**

This wording will apply to all plan member booklets for new ASO benefit plans and all existing LTD plans. If your ASO Health, Dental and STD plan member booklets currently have our standard ASO wording or an approved variation on our standard ASO wording then no change is required.

In the absence of relevant ASO wording under any ASO benefit plan member booklet, the new wording will apply. You will see the change incorporated into your booklets at your next revision.