

MEDICAL INFORMATION BUREAU (MIB)

The MIB is a non-profit membership organization of life insurance companies, which operates an information exchange on behalf of its members.

SUN Life or its reinsurers may periodically report information to the MIB. If you apply to receive life or health insurance coverage from another MIB member company or submit a claim for benefits to such a company, the MIB upon request will supply the other insurer with the information on file.

SUN Life or its reinsurers may also release information in its file to other life and health insurance companies to whom you may apply for insurance or submit a claim for benefits. All Information obtained will be treated as confidential.

Upon your request, the MIB will arrange disclosure of any information it may have in your file. If you question the accuracy of information in the Bureau's file, you may contact the MIB and seek a correction. Their address is: Medical Information Bureau, 330 University Ave, Suite 501, Toronto, Ontario, M5G 1R7. Tel: (416) 597-0590

OUR COMMITMENT TO PRIVACY

The Green Shield Canada Privacy Code balances the privacy rights of our group and benefit plan participants, and our employees, with the legitimate information requirements to provide customer service and to meet our human resource requirements. It consists of the following key principles:

1. We ask for your personal information for the following purposes:

- To establish your identification
- To provide you and/or your dependents with the applicable benefit coverage
- To protect you and us from error and fraud
- To provide ongoing services

2. Consent

When you enrolled in your group benefit plan as a plan participant, your personal information was obtained and used only with your consent. We obtained your consent before we:

- Provided benefit coverage
- Offered you other Green Shield Canada services
- Obtained, used or disclosed to other persons, information about you unless we were obliged to do so by law or to protect our interests
- Used your personal information in any way we did not tell you about previously

Your consent can be either express or implied. Express consent can be verbal or written.

Consent can be implied or inferred from certain actions. For our existing group and benefit plan participants, we will continue to use and disclose your personal

information previously collected in accordance with our current privacy code, unless you inform us otherwise and will infer that consent has been obtained by your continued use.

3. Withdrawal of Consent

You can withdraw your consent any time after you've given it to us, provided there are no legal or regulatory requirements to prevent this.

If you don't consent to certain uses of personal information, or if you withdraw your consent, we will no longer be able to administer your benefit coverage. If so, we will explain the situation to you to help you with your decision.

For further information on our privacy policies and procedures, please refer to the Green Shield Canada web site at www.greenshield.ca

GROUP CONVERSION PACKAGE

Group Health and Dental benefits

Any employee who will be terminating employment where there is an active Green Shield group benefits program in force and who will lose their group health and dental benefits may enroll in the Green Shield Group Conversion Program.

Dependent children who are no longer eligible for benefits under their parent's Green Shield group benefits program may also enroll in the Green Shield Group Conversion Program.

Call 416.601.0429 in the Toronto area or toll free at 1.800.667.0429 for an information package. You must apply within 60 days of termination of your benefits from your Green Shield group program.

Group Life and Accidental Death & Dismemberment

To convert your Group Life, Accidental Death & Dismemberment and Optional Accidental Death & Dismemberment Insurance call **Sun Life Assurance Company of Canada** Toll Free Number: 1-866-882-0884

You must apply for conversion within 31 days of the date of termination of the group insurance.