

Personal Spending Account



Your Personal Spending Account (PSA) can help support the mental, physical, and financial well-being of you and your family. It's a valuable part of your benefits plan.

How do PSAs work?

Your employer allocates credits into your PSA, and you can use them to pay for a wide variety of health and wellness-related expenses.

What do PSAs cover?

PSAs are a **taxable benefit**. The categories of eligible expenses they cover can include:

- fitness services and equipment
- health products and services
- work-life balance
- Indigenous health
- green living and safety initiatives
- education and personal development
- professional services, insurance premiums
- financial products and services.

You can find a list of eligible expenses on mysunlife.ca or the **my Sun Life mobile app**.

Submitting PSA claims online for Standard Plans

Follow these steps to submit a PSA claim online:

1. Sign-in to mysunlife.ca or the **my Sun Life mobile app**.
2. Click 'Submit a claim' and select Personal Spending Account.
3. Input who you're submitting the claim for, the type of expense, date, expense amount and hit next.
4. Under the "Coverage information" you can find a list of eligible expenses under your PSA.
5. The system will process your claim and let you know if your expense is covered.

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Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. PD-9823-E-04-23-ng-cc



Submitting a PSA claim by email for Custom Plans

If your plan has a customized PSA, you'll have to submit your claims in the mail or by email. You'll need to complete your Custom PSA form once you've downloaded it from mysunlife.ca. Remember to include original receipts when you submit your claim.

Whether you submit a PSA claim online or in the mail, please keep your original receipts for twelve months. We conduct random checks to ensure all e-claims are valid and accurate.

FAQ

Q. Are my dependents covered under my PSA?

A. It depends on the type of plan you have. Some PSAs only provide coverage for you, while others can cover you and your dependents. If your plan covers you and your dependents, you can use your PSA credits to pay for expenses for your dependents. In addition to your spouse and children, you can claim expenses for family members, as long as they qualify as dependents under the federal Income Tax Act.

Q. What happens if I don't use my PSA credits?

A. You need to use your PSA credits within a certain time frame, or you'll lose them. Your plan allows a certain number of days after the end of your benefit year to claim expenses incurred during that benefit year. After this time, you can no longer submit claims for the previous year's expenses.

Q. What does carry-forward mean?

A. The PSA carry-forward feature allows you to make use of your credits for more than one benefit period. Check your benefits booklet or sign-in to mysunlife.ca to find out your:

- benefit year
- carry-forward arrangement, and
- the amount of time you have to submit claims after the end of your benefit year.

Balance carry-forward

Any credits remaining in your account at the end of the benefit year are automatically carried forward to the following benefit year. You have until the end of the second benefit year to use any credits carried forward, or they'll be lost.

Expense carry-forward

If there aren't enough credits in your account to pay for expenses incurred during a benefit year, you can claim those expenses during the following benefit year.

No carry-forward

Credits you don't use during your benefit year will be lost after that time.

Remember to visit mysunlife.ca or use the **my Sun Life mobile app** to:

- Check your PSA balance
- Check the status of your claim
- Find a list of types of expenses eligible under PSA
- Request to have your claim payments deposited directly into your bank account



Questions

Please call us toll-free at **1-800-361-6212** between 8 a.m. ET to 8 p.m. ET, Monday to Friday.