

Learn more about phishing emails

What are phishing emails?

Phishing emails are emails sent by cyber criminals and are designed to get recipients to click on links or attachments that will spread malware (i.e. computer viruses). Cyber criminals are experts at manipulating recipients by preying on their desire to be helpful and respond quickly to requests.

How can you identify phishing emails?

Before you click on a link, open an attachment or reply to an email, here are some signs that it may be a phishing email:

- It's from a person or organization you don't have a relationship with
- There are spelling and grammar errors
- The links and/or attachments in the email appear suspicious when you hover your mouse over them
- You don't recognize the email address it was sent from

How can you determine if an email from Sun Life is legitimate?

Here's a chart to show the email addresses Sun Life may use. From time to time, Sun Life engages external groups to send out legitimate email surveys to plan members. Review the section above to help you identify if those are legitimate or not.

Any email address that ends with the following:	Additional Sun Life email addresses:
@sunlife.com	sunlife@messages.sunlife.ca
@email.sunlife.com	sunlife@info.sunlife.ca
@messages.sunlife.com	sunlife@client.sunlife.ca
@info.sunlife.com	sun_life_financial@info.sunlife.ca
@providersearch.sunlife.ca or @chercherfournisseur.sunlife.ca	sunlife@luminohealthvirtualcare.sunlife.com
@luminohealthemail.sunlife.ca or @emailuminosante.sunlife.ca	grswest@clarica.com
	sunlifecanada.disability@claimlab.org
	e-certificate@sunlifenotification.com
	signature@esignature.sunlife.com

What should you do if you think you received a phishing email regarding your pension account?

Never reply to, forward, or click on anything in a phishing email. If you're unsure if an email came from Sun Life, call us at 1-866-733-8612 any business day from 8 a.m. to 8 p.m. ET and we'll verify the email.



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