

Online Counselling, by Dialogue*



Confidential, professional mental health support, whenever you need it

Online Counselling connects you and your eligible dependents aged 14+ with Dialogue's registered licensed mental health professionals, who provide confidential support to help you navigate:

- stress and anxiety,
- life transitions,
- relationship challenges, sleep, or whatever's on your mind.

Why choose Online Counselling

- Access to private 1-on-1 counselling with registered psychotherapists and social workers.
- Book appointments within days, with sessions available by video or phone, privately and securely.
- Get matched with a practitioner based on preferences, including cultural, gender, language and care needs.
- Timely and convenient appointment scheduling to fit your needs.
- Convenient claims through your Extended Health Care (EHC) coverage, reducing out-of-pocket expenses. **

* Dialogue is a wholly-owned subsidiary of Sun Life Assurance Company of Canada operating as a stand-alone entity. All representations about the services of Online Counselling, by Dialogue are those of Dialogue, Inc. and not Sun Life Assurance Company of Canada. Sun Life Assurance Company of Canada cannot guarantee the availability of the services and reserves the right to cancel the services with notice.

** this is dependent on your plan coverage.

Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. VC 1321 07-26 ng-dm

How to get started

Access Online Counselling through the Health section on the **my Sun Life mobile app** home screen.

First time users: register for both the **my Sun Life mobile app**, and either link to your existing Dialogue account, or create a new account (if they haven't already). Returning users can access the service through their existing account.

Use the QR code to download and install the **my Sun Life mobile app** on your mobile device.

- To get help on how to register and sign in to the app, go to sunlife.ca/support.
- For detailed instructions on how to access Sun Life Virtual Solutions, by Dialogue through the **my Sun Life mobile app**, please refer to the [Registration and user guide](#).

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For support with Online Counselling, by Dialogue:

- Email sunlife-services@dialogue.co Monday to Friday 8 a.m. to 6 p.m. ET.
- Visit help.dialogue.co/hc/en-ca and use the chat feature, after business hours and on weekends.

For questions regarding your benefits plan, call us at **1-877-786-5433**, Monday to Friday 8 a.m. to 8 p.m. ET.

