

# SERVICE AND FEE AGREEMENT

This **Service and Fee Agreement** made as of the Policy effective date specified in the Sun Life Essentials Plus Application,

**BETWEEN:** The Plan sponsor named in the Sun Life Essentials Plus Application (hereinafter referred to as “**You**” or “**Your**”)

**AND:** **SUN LIFE ASSURANCE COMPANY OF CANADA** (hereinafter referred to as “**Sun Life**”)

**WHEREAS** You have established a Group Retirement Savings Plan (the “RRSP”) and a Tax-free Savings Account Plan (the “TFSA”), (collectively the RRSP and TFSA are the “Plan”), and

**WHEREAS** Sun Life has issued to You Group Annuity Policies for the Sun Life Essentials Plus RRSP and TFSA (hereinafter referred to as the “Policies” or “Policy”, as the context requires) for the purpose of investing the assets of your employees in the Plan and for the payment of annuities to qualified participants or members (hereinafter referred to as “Members” or “Member”, as the context requires) or beneficiaries of the Plan, and

**WHEREAS** You and Sun Life wish to enter into a service and fee agreement in order to confirm the services to be performed by Sun Life for the Plan and define the fees for those services;

**NOW THEREFORE**, in consideration of the premises and mutual covenants contained herein, You and Sun Life do hereby covenant and agree as follows:

## 1 INTERPRETATION AND DEFINITIONS

Unless specifically defined herein or unless the context otherwise requires, words used herein shall have the meaning ascribed to them in the Policy. Throughout this Agreement all male terms include the female terms and singular includes the plural unless otherwise stated.

- 1.1 The following words or phrases shall have the meaning given below unless a different meaning is clearly required by the context.

**“Agreement”** means this service and fee agreement setting out the services to be provided by Sun Life, the fees for such services and the investment options available for the investment of the assets of the Plan.

**“Instructions”** means any and all written instructions received by Sun Life from You or any third party authorized by You.

**“Optional Services”** means those services described as optional in Sections 2 and 4 of this Agreement which will be performed by Sun Life upon Your specific request and for which charges are described in Section 19.

**“Services”** means the services described in Sections 2, 3 and 4 of this Agreement including, without limitation, the Optional Services.

**“Sun Life style”** means the standard nature of certain documents prepared by Sun Life to comply with Applicable Legislation and supplemented to reflect the terms of the Plan; also, other printed, electronic and video material prepared exclusively by Sun Life to provide enrolment kits, educational material and applicable forms.

**“Web site”** means an Internet site available to Members 24 hours a day, 7 days a week (except for periods of maintenance down-time, unscheduled system outage or system enhancement) providing access to up-to-date Account information.

- 1.2 Sun Life, as issuer, is responsible for the administration of the individual arrangements established under the RRSP and the TFSA.

The extent of the Services to be provided by Sun Life is as set out in this Agreement and the Policy. Sun Life shall provide the Services in accordance with all Applicable Legislation. Sun Life has no other responsibilities under the Plan or towards the Members except as may be agreed to in writing.

## 2 PLAN REGISTRATION AND DOCUMENTATION

Sun Life will upon receipt of all necessary information:

- 2.1 issue Sun Life style Member Plan summaries outlining the features and benefits of the Plan.
- 2.2 register each Member's retirement savings plan with the appropriate authorities.
- 2.3 file an election to register each Member's tax-free savings account with the appropriate authorities.
- 2.4 amend the standard specimen group documents for the RRSP and TFSA to ensure continued compliance with Applicable Legislation of the specimen on which Your Plan is based, and, if necessary, amend Your Plan documentation to conform with any such amendment(s).

## Optional Services

Sun Life will upon receipt of Your Instructions and all necessary information:

- 2.5 provide replacement tax forms.

## 3 COMMUNICATIONS

Sun Life will:

- 3.1 provide Sun Life style Member enrolment guide to You for new Members.
- 3.2 make Sun Life style Member statements available to Members, semi-annually through the Web site; within 30 Business Days following the applicable statement date.
- 3.3 upon receipt of Your instructions, or upon receipt of proof of death, issue all required Member disclosure statements on termination of employment, retirement and/or death directly to Members or their authorized representatives, as the case may be.
- 3.4 respond to, or acknowledge receipt of, Your voice-mails and e-mails to Sun Life administrators by the end of the following Business Day.
- 3.5 make available to Your Members Sun Life style investment decision-making tools such as asset allocation models, investor profile questionnaires and calculators and projection tools.

## 4 ADMINISTRATION

Sun Life, on any Business Day, will:

- 4.1 maintain a record for each individual Member, of original enrolment information, investment and inter-fund transfer instructions, withdrawal requests and beneficiary designations for the period required in accordance with Section 13.
- 4.2 process the following transactions on the same Business Day upon receiving in good order all the necessary information to be provided by You, or the Member, as the case may be, by the cut-off time indicated below (Eastern Time). Requests received after the cut-off time will be processed the next Business Day. The contribution method will be the method which was defined in the Sun Life Essentials Plus Application or as otherwise agreed to between You and Sun Life.

<b>Contributions (accompanied by equivalent payment) via:</b>	<b>Cut-off time</b>
File transfer (internet or spreadsheet upload)	2:00 p.m.
Plan sponsor web site	4:00 p.m.

<b>Member-level interfund transfers via:</b>	<b>Cut-off time</b>
Client Care Centre	4:00 p.m.
Web site	4:00 p.m.

- 4.3 process the following transactions within the time frames specified below upon receipt of all the necessary information to be provided by You, the Member, or where applicable, a third party:

<b>Transaction type</b>	<b>Turn-around time</b>
Bulk transfer-in of assets for all or part of the Members of the Plan	<ul style="list-style-type: none"> <li>• 5 business days of receipt at the Sun Life office servicing the Plan</li> </ul>
Member-level withdrawal/transfer (for non-Plan termination)*	<ul style="list-style-type: none"> <li>• liquidate investments within 3 Business Days</li> <li>• pay benefit in a timely manner in accordance with terms of the Plan</li> </ul>
Withdrawal/transfer due to Plan termination	<ul style="list-style-type: none"> <li>• liquidate investments upon receipt of all information</li> <li>• subject to the terms of the Policy, commence paying benefits in accordance with terms of the Plan within 7 Business Days of investment liquidation</li> </ul>
Periodic payment quotation	<ul style="list-style-type: none"> <li>• 5 Business Days</li> </ul>

\* You agree to immediately inform Sun Life in the event of any change in status of a Member's Plan eligibility that would cause liquidation of investments.

- 4.4 adjudicate death claims under the Plan and make the payment in settlement of the claims in accordance with its determination.
- 4.5 upon receiving instruction from a Member, or as required by Applicable Legislation, provide information related to a Member's relationship breakdown to the Member and to third parties, and process any required settlement. Information provided by Sun Life will be directly from our system and require no further analysis or re-work.
- 4.6 upon receiving instruction from a Member, or as required by Applicable Legislation, provide information related to a Member's garnishment and personal bankruptcy to third parties, and process any required settlement in accordance with Applicable Legislation. Information provided by Sun Life will be directly from our system and require no further analysis or re-work.

### **Optional Services**

Sun Life will upon receipt of Your Instructions, the Member's or a third party's instructions, as the case may be, in accordance with Applicable Legislation, and all necessary information:

- 4.7 conduct inactive Member location searches.
- 4.8 correct Your administration errors or those of Your agents or service providers.

## **5 Your Responsibilities**

- 5.1 You retain ultimate responsibility for oversight of the Plan and monitoring of Sun Life as a service provider.
- 5.2 You are responsible for remitting contributions in accordance with Members' directions.
- 5.3 You must provide Sun Life the necessary information to provide the Services, including Member contact information to enable for electronic and paper communications. You are responsible for ensuring that the information is accurate and complete, and notifying Sun Life of any changes. The information may include personal information about Members. You agree to and are solely responsible for collecting the Member's consent to share their personal information with Sun Life for the purposes of enrolment in the Plan.

- 5.4 You agree to provide prospective Members with the information and materials provided to You by Sun Life for the purposes of complying with the Minimum Requirements Schedule, attached hereto, which forms part of this Agreement.
- 5.5 If auto-enrolment has been elected by You, You agree to accept responsibility for the enrolment of Members in the RRSP and TFSA, as applicable. By doing so, You agree and acknowledge that You shall be solely responsible for the collection of the Member's consent to: a) enrol in the RRSP and TFSA; and b) any other consents or approvals as might be required by You to affect such enrolment (such as, but not limited to, employee consent to deduct wages for contributions).

Members must be enrolled in a Plan before contributions may be made to the Plan by or in respect of them. Sun Life is not responsible for and will not monitor or verify the enrolment status of Members. You will ensure each active Member enrolls in a Plan before making or remitting contributions under the Plan in respect of that Member to Sun Life. You will not make or remit to Sun Life contributions under a Plan in respect of a Member who has not completed the enrolment process for the Plan.

## 6 FUNDS

- 6.1 **Delegation.** You delegate and Sun Life accepts the responsibility for selecting, monitoring and removing as appropriate the investment options for Your Plan in the manner and subject to terms set out below, in addition to the terms of the Policy or Policies.
- 6.2 **Investment Options.** The investment lineup is designed to be appropriate for a small member-choice capital accumulation plan with a purpose of creating retirement savings. Sun Life may change the investment lineup from time to time.

The lineup is not customized for Your Plan.

The investment options are group insurance policies, which, in the case of non-Guaranteed Funds, vary in value based on investments held in Segregated Funds. These investments are typically made in pooled and mutual funds and they must be capable of meeting Sun Life's operational and legal requirements (e.g., daily trading, liquidity, qualified for trading in Canada).

- 6.3 **Default Fund.** Sun Life is responsible for choosing the default fund for Your Plan from among the choices offered by Sun Life for the Sun Life Essentials Plus RRSP and TFSA.
- 6.4 **SLGI as Manager.** You understand and agree that Sun Life Global Investments (Canada) Inc. (SLGI) manages certain investment options. SLGI is an affiliate of Sun Life. By choosing the Sun Life Essentials Plus RRSP and TFSA, You are also acknowledging and agreeing that SLGI will act as the manager for any such investment option and that Sun Life has disclosed to You the potential conflict of interest faced by Sun Life by appointing funds managed by its affiliate to the lineup.

SLGI will receive a fee for its fund management activities, which include selecting underlying funds for an investment option, determining appropriate allocation percentages for the underlying funds, allocating assets among the underlying funds, performing ongoing oversight of the underlying fund managers and reporting quarterly on fund performance. The fee is included in the investment management fee for the relevant investment option. SLGI is not a party to this Agreement and offers no independent opinion or advice about the suitability of any funds it manages for the lineup. SLGI retains the sole discretion to change the underlying funds.

In constructing an investment option, SLGI may select underlying funds managed by SLGI or affiliates of SLGI and Sun Life. Any such proprietary or affiliated underlying fund manager may also charge a fee for its management services.

6.5 **Sun Life as Manager.** For investment options managed by Sun Life, Sun Life will receive a fee for its fund management activities, which may include overseeing sub- advisors, selecting underlying funds for an investment option, determining appropriate allocation percentages for the underlying funds, allocating assets among the underlying funds, performing ongoing oversight of the underlying fund managers and reporting quarterly on fund performance. The fee is included in the investment management fee for the relevant investment option.

You acknowledge and agree that Sun Life may sub-contract investment management to an affiliate, such as SLGI, and may select underlying funds managed by Sun Life or affiliates of Sun Life. Any such proprietary or affiliated underlying fund manager may also charge a fee for its management services.

6.6 **Conflicts of Interest.** In carrying out its responsibilities for selecting, monitoring and removing investment options as described in this Section 5, Sun Life will not knowingly permit its interests to conflict with the interests of the Sun Life Essentials Plus RRSP or TFSA except: (i) as may be disclosed to You; (ii) Sun Life's ability to charge fund management fees; and, (iii) to manage investment options and use SLGI (and affiliate(s) of Sun Life or SLGI as sub-manager(s)) as described above.

6.7 **Monitoring; Additions and Removals.** Sun Life will monitor the lineup and make changes to the investment options as it considers appropriate. If an investment option is to be added or removed, Sun Life will determine how to implement the change, including how and when to provide notice of the addition or removal of the investment option and any mapping of assets from the discontinued investment option to the new investment option.

6.8 **Notice of Changes; Reporting.** Sun Life will provide You with advance notice of any changes to the lineup, unless changes are required before advance notice is practicable.

In benchmarking fund performance, Sun Life uses the Morningstar peer group database or such other universe of funds as Sun Life considers appropriate.

Monthly, Sun Life provides access to Morningstar's investment performance reporting.

6.9 **Member Communication.** Sun Life is responsible for providing notice to the Plan Members of the addition, removal or change of an investment option, any mapping of assets from the discontinued investment option to the new investment option and of any significant changes to the investment option (as determined by Sun Life). This responsibility is conditional upon Sun Life being provided by You or the Plan Members with accurate up-to-date contact information, including as required, a physical mailing address, for each Plan Member.

6.10 **Your Responsibility.** Despite the responsibilities of Sun Life that are set out herein relating to the selection, monitoring and removal as appropriate of investment options for Your Plan, You remain ultimately responsible as plan sponsor under applicable law and guidelines.

Investment options currently available for investment and applicable fees are listed the Fee Schedule.

## 7 STANDARD OF CARE

In performing the Services under this Agreement, Sun Life will exercise the care, diligence and skill that a prudent financial institution would exercise acting in like capacity under circumstances then prevailing and shall use all relevant knowledge and skill that it possesses or ought to possess (the "Standard of Care").

## **8 UNAVOIDABLE RISK**

Sun Life shall not be considered in default in the performance of its obligations, or be liable in damages or otherwise for any failure or delay in performance which occurs as a consequence of, or is attributable to, any circumstances which are beyond the reasonable control of Sun Life and are not avoidable by the exercise of reasonable effort or foresight by Sun Life. Without limiting the generality of the foregoing, such circumstances shall include natural catastrophe, labour, industrial or civil disturbances, armed conflict, government regulations (whether or not valid), Acts of God, market conditions, and delays caused by other parties.

## **9 LIABILITY**

The liability of Sun Life to You for any claim, whether in contract, tort or equity, arising from this Agreement or the Services provided hereunder or the Policy shall be limited to the recovery of actual direct losses or damages incurred by You, the Plan, Members, former Members and the death beneficiaries or legally authorized representatives of such former Members. Sun Life shall not be liable for any indirect, special, incidental, punitive, exemplary or consequential damages or losses, including business losses or lost profits, incurred by You, the Plan, Members, former Members and the death beneficiaries or legally authorized representatives of such former Members, which arise out of this Agreement, the Services provided hereunder or under the Policy to the extent that this exclusion of liability is valid under applicable law, even if You have advised Sun Life of the possibility of same.

## **10 INDEMNITY**

Subject to Section 9, Sun Life shall indemnify and save harmless the Plan, You and Your subsidiaries, affiliates and successors and their respective directors, officers, agents and employees acting in the capacity of sponsor of the Plan, Members, former Members or the death beneficiaries or legally authorized representatives of such former Members (collectively, the "Indemnified Parties") from and against any damage, loss, liability, judgment, costs or expense arising from any tax, penalties, claims, demands, actions or causes of action, including reasonable legal fees and expenses (collectively, "Claims and/or Losses") which may be made or brought against the Indemnified Parties and/or which any or all of the Indemnified Parties may suffer or incur as a result of, in respect of, or arising out of Sun Life's negligent performance or negligent failure to perform the Services under this Agreement, or under the Policy, as determined in accordance with the Standard of Care set forth in this Agreement, except to the extent such Claims and/or Losses arise from any direction, notice or information that You provide to Sun Life, and which Sun Life, acting in good faith, relies upon or from Your failure to provide information to Sun Life including as it relates to Plan administration.

You shall indemnify and save harmless Sun Life and its subsidiaries, affiliates and successors and their respective directors, officers, agents and employees from and against any damage, loss, liability, judgment, costs or expense arising from any Claims and/or Losses, including reasonable legal fees and expenses, which may be made or brought against Sun Life and/or which Sun Life may suffer or incur as a result of, in respect of, or arising out of (a) the provision of a funding vehicle for the Plan by Sun Life and the related services unless such Claims and/or Losses arise from the failure of Sun Life to comply with its Standard of Care or (b) your failure to fulfil your obligations under this Agreement, including the Minimum Requirements Schedule.

The indemnities set forth in this Section shall survive the termination of this Agreement for a period of six (6) years, provided that the party seeking an indemnity shall give prompt notice to the other party of the Claims and/or Losses for which indemnity under this Section is sought, and where indemnity is sought as a result of Claims and/or Losses by a third party, shall give the other party an opportunity, at its sole expense, to resist, defend and compromise such Claims and/or Losses and shall provide reasonable cooperation with, and assistance to, the other party

as may be necessary to properly defend such Claims and/or Losses. The expiry of the indemnity shall in no way affect Your right to make a claim within the limitation periods imposed by law for breach of the Standard of Care under this Agreement.

## **11 CONFIDENTIALITY**

Sun Life and its employees shall not disclose to any third party, in whole or in part, any confidential information relating to this Agreement or the Policy without Your consent or the Member's consent if the information is related to a Member. This obligation shall not prohibit the disclosure of any information that is required to be disclosed under Applicable Legislation. Information which, at the time of disclosure or later, is published or becomes otherwise available to the general public other than as a result of a disclosure by Sun Life, or which comes into Sun Life's possession from third parties who have a bona fide right to make such information available without restriction, shall not be considered confidential. This obligation shall survive the termination of this Agreement or the Policy.

Without limiting the foregoing, Sun Life agrees to collect, use, disclose and transfer personal information only in accordance with applicable personal information protection laws and its privacy policy for the purpose of performing the Services to be provided by it under this Agreement and the Policy. For certainty, Sun Life agrees to treat any personal information disclosed to it in accordance with its privacy policy, a copy of which can be found at [sunlife.ca](http://sunlife.ca). For the purposes of this Agreement, "personal information" means any information that is provided to Sun Life in respect of this Agreement and/or Policy that is (a) personal in nature, (b) relates to an identified or identifiable natural person and (c) could reasonably be expected to determine the identity of the person.

## **12 PLAN COMPLIANCE**

In respect of Services delegated by You to Sun Life under this Agreement and the Policy to which the Guidelines for Capital Accumulation Plans (the "Guidelines") apply, Sun Life agrees that it shall provide said Services in accordance with the Guidelines and with Applicable Legislation. In all other respects, You are responsible for ensuring that the Plan's administration complies with the Plan provisions, Applicable Legislation and the Guidelines. Sun Life will, if it believes that the Plan is not being administered in accordance with the Plan provisions, Applicable Legislation or the Guidelines, advise You of that belief in writing but Sun Life is not liable if it fails to do so.

## **13 RECORDS RETENTION**

Sun Life shall retain records during the term of this Agreement and the Policy and thereafter for the period(s) stated in its retention policy, or as is required by Applicable Legislation, whichever is longer. This obligation shall survive the termination of this Agreement unless Sun Life makes arrangements with You, at Your cost and subject to our privacy policy, for the transfer of mutually agreed records in electronic form to You, or to a successor service provider appointed by You.

Despite the fact that Sun Life might be transferring some of the information to You upon termination of the Agreement, Sun Life may also retain any of the foregoing records (original or copy) in order to comply with its own obligations.

Subject to our privacy policy, You may request in writing that Sun Life provide certain historical Member records in a mutually agreed form. Historical Member records will be provided within a mutually agreed period of time and Sun Life shall be permitted to charge for such data as an Optional Service.

## 14 NOTICE

Any notice or other writing required or permitted to be given hereunder or for the purposes hereof shall be sufficiently given if delivered to the party to whom it is given, sent by electronic transmission, addressed to such party:

- (a) in the case of notice to You, addressed to the current Plan administration contact person and address listed in Sun Life's files.
- (b) in the case of notice to Sun Life addressed by email at: [SunLifeEssentials@sunlife.com](mailto:SunLifeEssentials@sunlife.com)

or at such other address as the party to whom such notice is to be given shall have last notified the party giving the same in the manner provided in this clause. If sent by email, notice will be deemed to be received the third following Business Day.

Communications of a purely administrative nature should be directed to the applicable administrative unit of Sun Life at the address communicated to You by Sun Life from time to time.

## 15 ENTIRE AGREEMENT

Unless otherwise specified, the terms of this Agreement supersede all written and oral agreements, communications or negotiations between You and Sun Life with respect to Services to be provided by Sun Life. No waiver by any party of any failure or refusal to comply with an obligation hereunder shall be deemed a waiver of any other subsequent failure or refusal to so comply.

The Policies, Your Sun Life Essentials Plus Application, the Service and Fee Agreement, including attached schedules and appendices, if applicable, and any amendments thereto constitute the entire contract between You and Sun Life.

## 16 ASSIGNMENT

- 16.1 Any corporation resulting from any merger or consolidation to which You may be a party or which succeeds to Your business, or to which substantially all of Your assets may be transferred, and which becomes administrator of the Plan and while You continue as a party to the Agreement, shall be Your successor hereunder without any further act or formality with like effect as if such successor Plan sponsor had originally been named as Plan sponsor herein.
- 16.2 Any corporation resulting from any merger or consolidation to which Sun Life may be a party or which succeeds to the business of Sun Life, or to which substantially all of the assets of Sun Life may be transferred while Sun Life continues to act under the terms of this Agreement, shall be the successor to Sun Life hereunder without any further act or formality with like effect as if such successor had originally been named as service provider herein, provided that such successor to Sun Life is authorized to act hereunder under Applicable Legislation.
- 16.3 Except as provided in Section 16.1 and 16.2 above, neither party may assign this Agreement without the prior written consent of the other party hereto. The Agreement shall enure to the benefit of and be binding upon the parties hereto and their respective successors and permitted assigns.

## 17 SEVERABILITY

If any of the provisions of the Agreement shall be held invalid, illegal or unenforceable in any respect under any law or by a court of competent jurisdiction, the validity, legality and enforceability of the remaining provisions shall not be affected or impaired.

**18 CONFLICT OF LAWS**

The Agreement shall be construed in accordance with and governed by the laws of the province where Your head office in Canada is located and the laws of Canada applicable therein.

**19 FEES**

The fees described in the attached Fee Schedule will be paid by the Members unless otherwise indicated. The Fee Schedule may be amended from time to time by Sun Life upon providing You with 90 days' prior written notice.

**This Agreement will remain in effect for the duration of the Policies. However, Sun Life reserves the right to amend any provision in this Agreement upon providing at least 90 days prior written notice to You provided that Sun Life reserves the right, acting reasonably, to make enhancements or non-material changes to the services described in this Agreement without prior notification to You.**

We request that this Agreement be drawn up in English.  
Nous demandons que ce contrat soit rédigé en anglais.

**IN WITNESS HEREOF** the parties hereto have caused this Agreement to be effective as of the date stated above.

By signing the Sun Life Essentials Plus Application You hereby agree to the terms of this Service and Fee Agreement.

**SUN LIFE ASSURANCE COMPANY OF CANADA**



Kevin D. Strain  
President and Chief Executive Officer



Troy Krushel  
Corporate Secretary

## MINIMUM REQUIREMENTS SCHEDULE

In accordance with Section 5.4 of the Agreement, You further agree and understand that You are acting as limited-scope-agent of Sun Life with respect to the enrolment in a group annuity policy of insurance funding the Plan, and therefore shall support Sun Life in meeting its fair treatment of customers and market conduct obligations by ensuring prospective Members have the required information available to them to make informed decisions about enrolment in the Plan. No later than the date of their eligibility for membership in the Plan, You shall advise and disclose the following to prospective Members in plain language:

1. that the Member Account will be established under a group annuity policy issued by Sun Life Assurance Company of Canada to You, as the case may be;
2. the full legal name and contact information of Sun Life Assurance Company of Canada, as the insurer of the Policies;
3. when the Member's active membership in the Plan will begin (e.g. from the first pay period), contribution rules for the Plan, the default contribution level (if applicable) and how the Member may change their contribution level;
4. the default investment fund of the Member's Account and instructions on how the Member may change their investment fund selection(s);
5. that there are costs associated with investment management, administration and account service and where the Member can find out more about these fees;
6. all limitations and exclusions of the Plan (including, but not limited to, whether a Member may opt-out of the Plan, and any restrictions on withdrawals under the Plan summaries or Applicable Legislation);
7. that, until registering a change with Sun Life, the Member's default beneficiary designation under each respective Policy shall be their estate, and instructions on how a Member may change beneficiary designations;
8. that Member information will be subject to Sun Life's privacy policy and You will share that privacy policy statement to all Members and prospective Members; and,
9. that all information provided to the Member (as set out in bullets above) is an overview of the Plan, including where the Member may look for more detailed information.

This Minimum Requirements Schedule may be amended from time to time by Sun Life at its sole discretion. Such amendments will be made with reference to applicable industry standards and best practices and will be provided to You on at least 90 days' notice.

Sun Life reserves the right to amend, oversee, and audit the process and systems that You have put in place to communicate the above information with Members.