

# Term Life Customer Service

## Term Life Customer Service

- For Policies Beginning with **000SC**

### Hours of Operation:

Representatives are available Monday through Friday -- 8:00 AM - 5:30 PM EST

**Toll-Free Number:** (877) 431-7379

**Dedicated Fax Number:** (888) 863-8311

### Mailing Address:

Sun Life Financial Term Center  
P.O.Box 84308  
Lincoln, NE 68501-4308

### Overnight Package Service:

Sun Life Financial Term Center  
421 South 9th Street, Suite 222  
Lincoln, NE 68508

### Email:

Administrative questions: [admin@sunlifeterm.com](mailto:admin@sunlifeterm.com)  
Underwriting questions: [underwriting@sunlifeterm.com](mailto:underwriting@sunlifeterm.com)

## Term Life Customer Service

- For Policies **NOT** Beginning with **000SC**

### Hours of Operation:

Representatives are available Monday through Friday -- 8:00 AM - 5:30 PM EST

**Toll-Free Number:** (800) 862-6266

**Dedicated Fax Number:** (888) 863-8311

### Mailing Address:

Sun Life Financial  
Sun Code 1211  
One Sun Life Executive Park  
Wellesley, MA 02481

### Overnight Package Service:

Sun Life Financial  
Sun Code 1211  
One Sun Life Executive Park  
Wellesley, MA 02481

**Email Address:** [ics@sunlife.com](mailto:ics@sunlife.com)