


WHO TO CONTACT	E-MAIL	RESPONSE TIME
<b>HUMAN RESOURCES INQUIRIES</b>		
Employment verification letter	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days
Missing hours on my timecard	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days
Vacation or sick time questions	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days
<b>BENEFIT INQUIRIES</b>		
General health benefit queries**	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days
Adding / changing dependents	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days
<i>**Please note: we are limited to the responses we receive from Sun Life Financial. For many issues, employees will need to contact Sun Life directly</i>		
<b>PAYROLL INQUIRIES</b>		
Change direct deposit/bank info	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	5 business days
Tax deductions on pay statement	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days
Questions regarding T4	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days
Change Tax deduction amounts	<a href="mailto:hr@eventscape.com">hr@eventscape.com</a>	3 business days
<b>BENEFITS – SELF SERVICE</b>	<b>SUN LIFE</b> Policy # 31723	<b>1-800-361-6212</b> Mon-Fri: 8am to 8pm
Why was my claim was denied?	Sun Life website or mobile app	<a href="http://www.sunlife.ca">www.sunlife.ca</a>
Which medications are covered?	Sun Life website or mobile app	<a href="http://www.sunlife.ca">www.sunlife.ca</a>
Address change	Sun Life website or mobile app	<a href="http://www.sunlife.ca">www.sunlife.ca</a>
Beneficiary change	Sun Life website or mobile app	<a href="http://www.sunlife.ca">www.sunlife.ca</a>
<b>PAYROLL – SELF SERVICE</b>	<b>ADP WORKFORCE NOW</b>	<b>ADP SELF SERVICE</b>
Copies of pay stubs/statements	Employee self-service - access and print	 Mobile app or website <a href="http://www.workforcenow.adp.com">www.workforcenow.adp.com</a> Click: Forgot your user ID? Forgot your password?
Address change	Employee self-service - update in address	
Forgot username or password for ADP	Employee self-service - recover username/reset password	