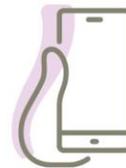


Groupline

News and updates for advisors
and plan sponsors



CUSTOMER SERVICE March 16, 2020

20-10

Update on handling for COVID-19

News about the COVID-19 (novel coronavirus) pandemic continues to evolve quickly, and we want to continue to provide information about how this affects handling under your plan. Canada Life is taking the situation seriously. Our Incident Management Team is monitoring the outbreak through our global threat monitoring system and government agencies, including the World Health Organization and the Public Health Agency of Canada. Please note, the Government of Canada advises avoiding all non-essential international travel, citing fast-moving border restrictions and quarantines.

Go digital

We're taking measures to ensure the safety of our teams and to continue serving you. For fastest processing in the event of any potential postal disruptions, consider using digital options. You can use GRS Access File Transfer to send information like contributions, forms, and notices. You can also use electronic fund transfers for contributions; talk to your Canada Life representative to learn more.

Ongoing service

During this outbreak, our focus is to continue to serve our customers without interruption and to provide a safe workplace for our employees.

To support this goal, we've:

- Eliminated business travel, both domestic and international.
- Cancelled all meetings and events until the end of June.
- Enacted a 14-day self-quarantine in cases of illness and personal travel outside of Canada.
- Increased cleaning in all offices and preventing visitors from entering our buildings.

What if Canada Life employees get sick?

We have a plan for this, too. Many employees are already working from home, and employees from other locations can fill in as needed, if an office is affected. Meetings and business will primarily be conducted with tele- and video-conferencing.

How the outbreak affects investments

It's easy to find information out there about what the outbreak might mean for your members' savings. Understanding market volatility can help them make good choices for their finances. This [article](#) can help. Members can also visit GRS Access to learn about investments and make an informed decision.

Additional support for members

If you notice all the media coverage is creating increased stress in your workplace, we encourage you to visit [Workplace Strategies for Mental Health](#) where you can get help to support your team's mental health and safety.

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Member communication plan

We've created a NewsLine that you can share with your members. We'll also share it directly with them through GroupNet for plan members and GRS Access.

For information, visit [Public Health Agency of Canada](#) or the Canada Life corporate [site](#).

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