



Support for Canadians during COVID-19

canada **life**™

During these unprecedented times, our commitment has been to the Canadian businesses and people we humbly serve. We're doing everything we can to support our customers' financial, physical and mental well-being.

We:

- Increased our out-of-country trip limit where plan members tried to come home from travel but faced challenges.
- Extended short-term and long-term disability coverage for temporarily laid-off plan members.
- Reduced health insurance premiums on group and individual healthcare and dental benefits to support small- and medium-sized businesses facing hardship.

We continue to:

- Provide advisors, plan sponsors and plan members with weekly updates.
- Accept virtual chiropractor, dietitian, naturopath, occupational therapist, optometrist, psychologist, social worker and speech therapists claims.
- Allow scans, photos for signatures for employee applications, beneficiary designations, PAD, EFT, master apps, prior authorization drug forms and disability employee statements.
- Provide Dialogue to connect customers with healthcare professionals.
- Offer free credit counselling services, until June 30, to help members during difficult times.
- Educate plan members on market matters through live webinars to help make it easier to focus on the long-term.
- Share Workplace Strategies for Mental Health resources, videos and live webinars to help with stress management.
- Leverage technology to ensure business can continue while promoting physical distancing to keep sponsors and members safe.

We also remain focused on supporting our communities:

- In late March, Canada Life, IGM Financial and Power Corporation announced a joint \$1 million contribution to help support local and national foodbanks, offer support to seniors, youth and Indigenous peoples and help address small businesses long-term needs.
- On April 6, the Canadian Chamber of Commerce and the Government of Canada teamed up to launch the Canadian Business Resilience Network to help businesses get through COVID-19.
- On April 27, we supported the impacted communities affected by the Nova Scotia tragedy by contributing to the Stronger Together Nova Scotia Fund.
- On April 29, Canada Life contributed \$100,000 to support Canadian frontline healthcare workers in the fight against COVID-19.

We're here to serve you when you need us most

We want you to know we're thinking of you, we're here for you and we're working to serve you.

