Q4 2020

Building Sustainable Shareholder Value

Sun Life

Life's brighter under the sun

Business overview

Business group results & highlights

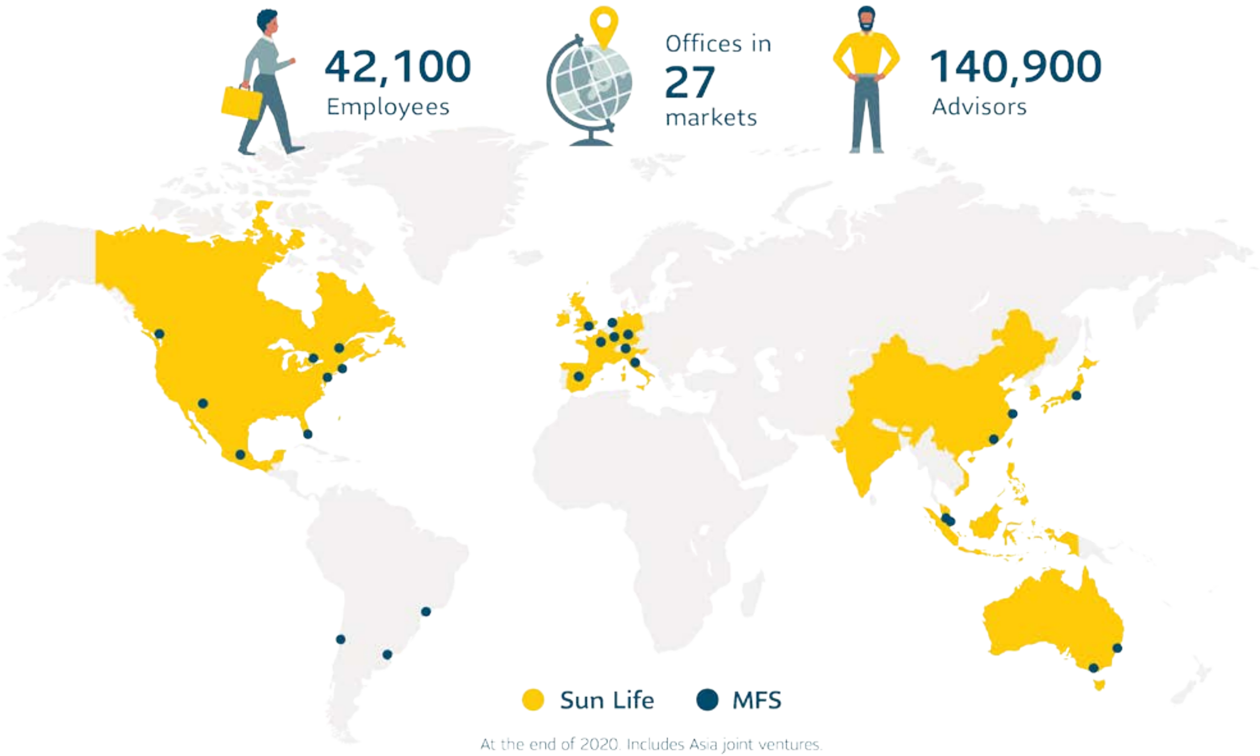
Capital management

Asset portfolio

Sustainability

A $33.1 billion leading global financial services organization[1]

Operating through a **balanced** and **diversified** model and focused on creating **shareholder value** now and in the future



[1] Market capitalization (C$) as at December 31, 2020

The Sun Life story

- A **diversified business model**, with four strong pillars that can each compete, win and grow in their respective sectors and which leverage each other
- Bound together by a **strong balance sheet** and **risk culture,** including no U.S. Variable Annuity or U.S. Long-Term Care
- **Digital transformation** that is deeply embedded throughout the organization
- Building on momentum created by past **organic investments and acquisitions** that will help drive earnings growth

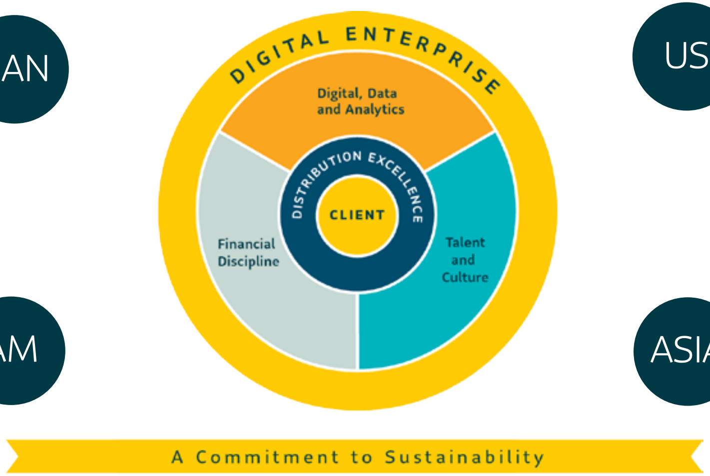
Executing on our ambition to be one of the best insurance and asset management companies globally

A Leader in Insurance and Wealth Solutions in our **Canadian Home Market**

CAN

A Leader in Global **Asset Management**

AM



US

A Leader in **U.S. Group Benefits**

ASIA

A Leader in **Asia** through Distribution Excellence in Higher Growth Markets

Each pillar viewed as a leader

Top quartile Client experience

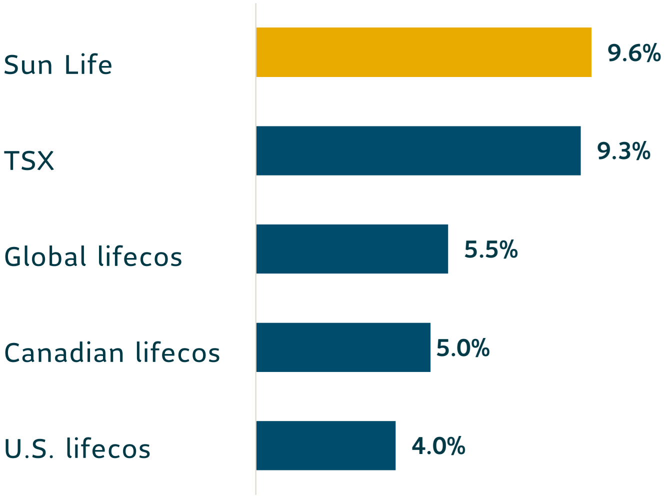
Disproportionate share of top talent

Top quartile total shareholder return

Consistently delivering value to shareholders

5-year total shareholder return[1]

December 31, 2020



Progress on medium-term objectives

Medium-term objective	5-Year[3]
Underlying ROE[2] **12-14%**	13.5%
Underlying EPS growth[2] **8-10%**	8%
Dividend payout ratio[2] **40-50%**	41%

[1] Source: Bloomberg; Companies included in these peer groups are listed in the appendix
[2] Underlying ROE, EPS, and dividend payout ratio are non-IFRS financial measures. See "Use of Non-IFRS Financial Measures" and "Reconciliation of Select Net Income Measures" in the appendix
[3] At December 31, 2020. Underlying EPS growth is calculated using a compound annual growth rate. Underlying ROE and dividend payout ratio are calculated using an average

Digital transformation deeply embedded throughout the organization

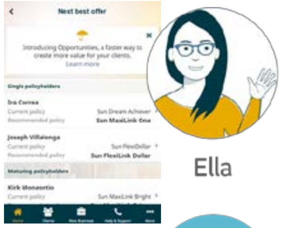
Build new digital models

- **Asia** digital sales channels, including affordable products through online marketplace Lazada
- Lumino Health in **Canada**
- New turnkey Absence capabilities through FullscopeRMS in **U.S. Group Benefits**

Digitizing current interactions and processes

- **Asia** point of sale tools (needs, illustration, application, fulfillment) and new non-face-to-face sales capabilities for advisors
- Web and mobile functionality in **Canada** and **Asia**
- Expanded web capabilities and streamlined claims experience in the **U.S.**
- **In Canada,** launched Sun eApp, an online, sustainable insurance application platform for third party advisors and their Clients

Use digital to be personal, predictive, and proactive



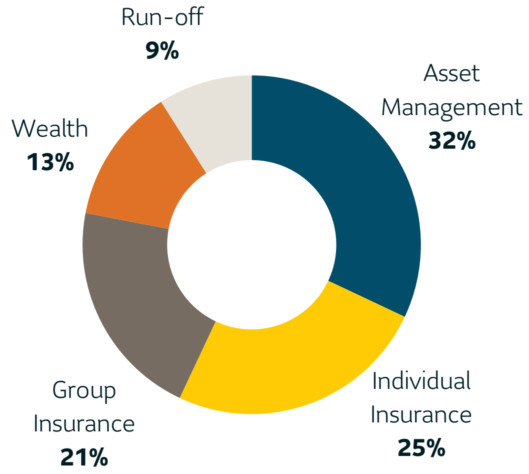
- Predictive models for advisor recruiting and Client retention in **Asia**
- Digital coach Ella in **Canada**
- Accelerated underwriting capabilities to reduce the need for lab tests for life insurance products in **Canada**
- Leveraging Maxwell Health to drive voluntary benefits enrolment in **U.S.**

Partnership ecosystem

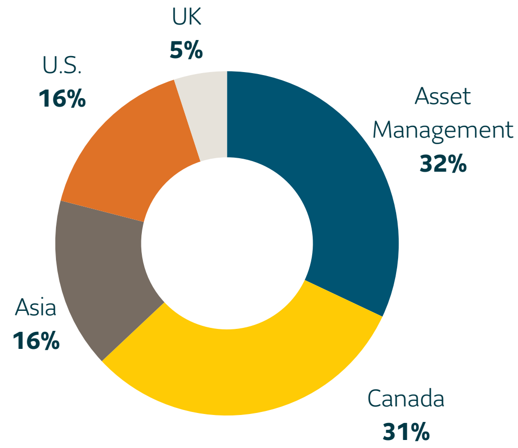
- Building digital expertise and ecosystems
- Making equity investments in early stage partners
- Investing in key technologies to drive global growth
- Exploring strategic collaborations with start-ups, accelerators and established networks

Balanced and diversified business

Business type diversification
2020 underlying net income[1,2]



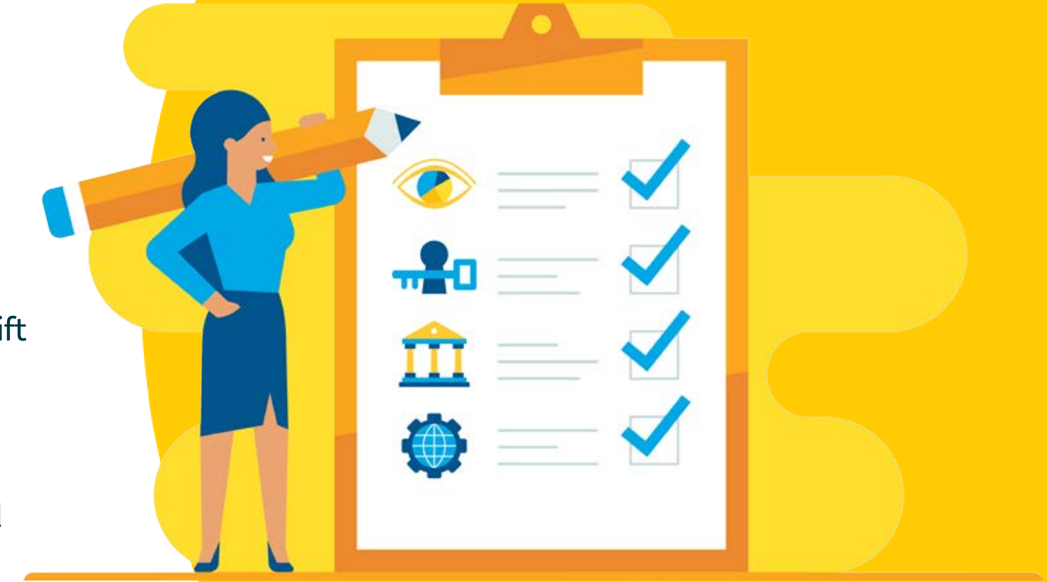
Business Group diversification
2020 underlying net income[1,2]



[1] Excludes Corporate Support
[2] Represents a non-IFRS financial measure. See "Use of Non-IFRS Financial Measures" and "Reconciliation of Select Net Income Measures" in the appendix to these slides

Leveraging global trends

- **Demographic shifts:** changing population including the aging of Baby Boomers and growth of Millennials
- **Digital transformation:** digital, data and analytics changing Client behaviours and expectations
- **Downloading of responsibility:** increasing shift in responsibility from governments and employers to individuals
- **Growing prosperity in Asia:** growing demand for products and services as hundreds of millions of people move to the middle class



- Business overview
- ***Business group results & highlights***
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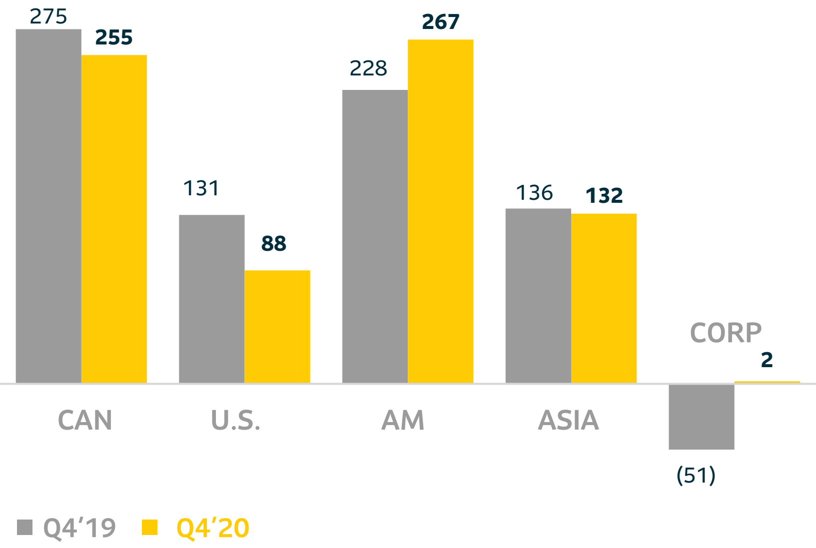
Business group performance

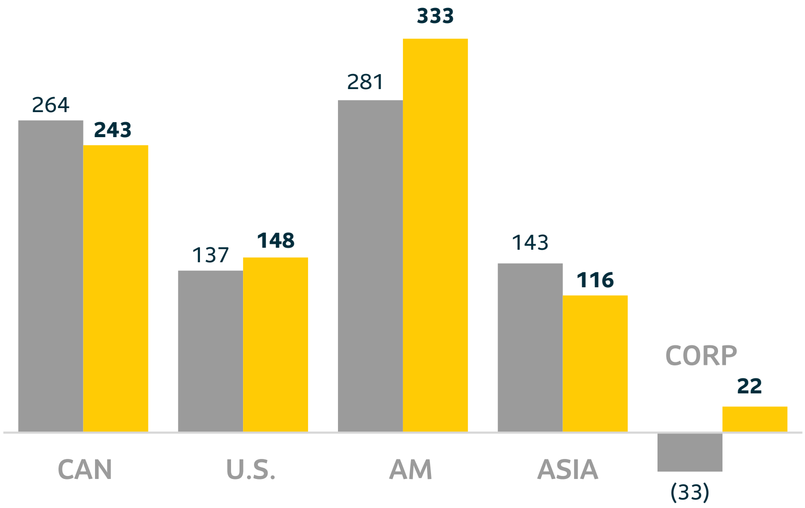
Reported net income ($ millions)

Impact of currency decreased reported net income by $1M



Underlying net income[1] ($ millions)

Impact of currency decreased underlying net income by $3M



[1] Represents a Non-IFRS financial measure. See "Use of Non-IFRS Financial Measures" and "Reconciliation of Select Net Income Measures" in the appendix

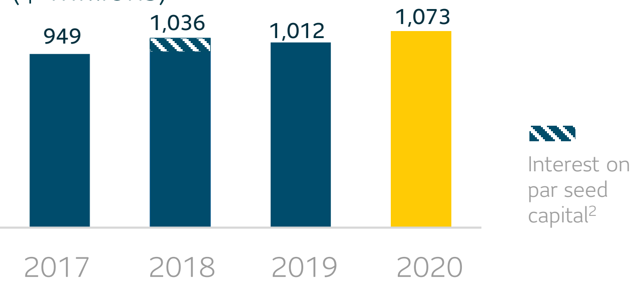
Canada is a growth market for Sun Life

Q4'20 and 2020 highlights

- Proactively **connected with Clients over 15 million times** in 2020 via our **digital coach, Ella,** assisting them with an **additional $700 million in wealth deposits** and **$1 billion in insurance coverage**
- **Digitally processed 94%** of Group Benefits health and dental **claims, 90% of retail insurance applications** and **79% of retail wealth transactions** throughout the year
- Applied **artificial intelligence and predictive modelling** to accelerate and improve the individual insurance underwriting process, with **71% of policies underwritten without the need for laboratory tests**, an increase of 26% over prior year
- Sun Life Global Investments **(SLGI) AUM[1] of $33 billion,** 13% growth over prior year

Underlying net income[1]

($ millions)



Market position by business

2nd	Individual insurance[3]
1st	Group Benefits[4]
1st	Group Retirement Services[5]

[1] Represents a non-IFRS financial measure. See "Use of Non-IFRS Financial Measures" in the appendix
[2] $75 million of interest on seed capital transferred from the participating account to the shareholder account
[3] LIMRA Market Share by premiums within individual life and health market as of third quarter 2020, on a year-to-date basis
[4] Based on revenue for year ended December 2019 from 2020 Group Benefits Provider Report
[5] LIMRA Market share based on total Capital Accumulation Plan assets as of third quarter 2020, on a year-to-date basis

Shaping the industry and capitalizing on opportunities in Canada

Shaping the market through innovative advancements and digital capabilities

- **Lumino virtual healthcare** capabilities including primary care to Group and Retail Clients, and paramedical virtual solutions to providers
  - **Partnered with Dialogue** to offer virtual care to our Clients[1] through a mobile app or online, offering direct access to a care manager, nurse or family physician
  - **Partnered with GOrendezvous** to enable direct booking with health care providers through Lumino's Provider Search
  - **Partnered with OnCall Health** to enable paramedical providers to connect virtually with their patients
  - **Partnered with Teladoc Health** to offer Mental Health Navigator[1], a confidential and personalized service to assist Clients with triaging and supporting their mental health needs
- Making it easier for our Clients to do business with us by digitizing key steps of our Client, Advisor and Sponsor journeys
- Delivering personalized, relevant advice to our Clients
- Expanding our health and well being role and offerings

Delivering quality performance through financial discipline and putting the Client at the centre

- Engaged employees driven by attracting, developing and retaining diverse top talent
- Leveraging our worksite advantage
- Defined Benefit Solutions extending leadership in the growing pension risk transfer market
- Sun Life Global Investments expanding wealth presence
- Balanced top and bottom line growth through sustained expense discipline and prioritized investments

Supporting Clients with holistic advice at moments that matter

Personal, proactive and predictive touchpoints driving improvement in Client Index scores[2]

Client Index Score[2]

+10
since 2016

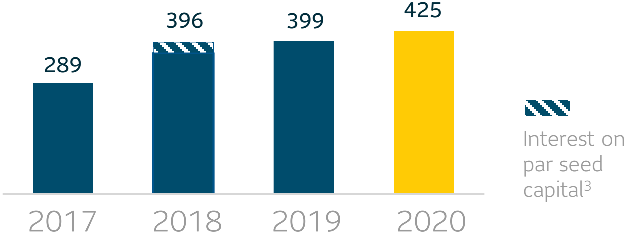
[1] Applicable to Group Benefits Clients who have extended health care benefits
[2] Client Index is a proprietary measurement to gauge our service delivery performance that was developed using Client ratings from a variety of Client service channels, as at December 31, 2020. The next survey will be held in June 2021

Deepening Client relationships in U.S. Group Benefits

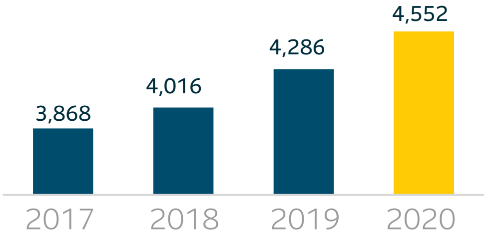
Q4'20 and 2020 highlights

- **After-tax profit margin** for U.S. Group Benefits of **8.0%**[1,2]
- **Managed 100% of Client enrollments virtually** throughout the pandemic, contributing to a **13% overall increase in employee benefits sales** for the year
- More than **tripled the active employees on the Sun Life + Maxwell Health platform** compared to year-end 2019
- **Launched our new, fully integrated absence management solution,** which simplifies the complexity of paid and unpaid leaves from work
- Provided Clients **extra time** to make premium payments, provided **dental premium credits,** temporarily **waived Maxwell Health platform fees, added COVID-19 coverage** to our critical illness policies, and **extended timelines** to help furloughed members keep their benefits coverage

Underlying net income[1]
(US$ millions)



Group Benefits Business-in-force
(US$ millions)



[1] Represents a non-IFRS financial measure. See "Use of Non-IFRS Financial Measures" in the appendix
[2] After-tax profit margin for U.S. Group Benefits calculated on underlying net income as a percentage of net premiums on a trailing four quarters basis
[3] $35 million of interest on seed capital transferred from the participating account to the shareholder account

Growing through U.S. market opportunities

Employee benefits

Employees responsible for more health and benefits costs but lack relevant education and experience

Growing life insurance **coverage gap,** estimated in the trillions[1]

US$350 billion[1,2] out-of-pocket health expenses

50 million working Americans are not covered by a disability policy[3]

Stop-loss

61%[4] of U.S. employees are covered by a self-insured plan with a trend of smaller employers moving in this direction[5]

US$ 1 trillion+[1] of costs covered by self-insured health plans

6-8%[6] **annual growth** in health care costs

Prescription drug costs expected to rise 5-6% annually over the next 10 years[7]

[1] Based on Oliver Wyman research, 2016
[2] Includes employee and individual contributions to health plans
[3] Council for Disability Awareness
[4] Henry J. Kaiser Family Foundation Employer Health Benefits Survey
[5] EBRI Feb 2018, Self-Insured Health Plans: Recent Trends by Firm Size, 1996–2016
[6] PwC's Health Research Institute (HRI)
[7] Kaiser 2019

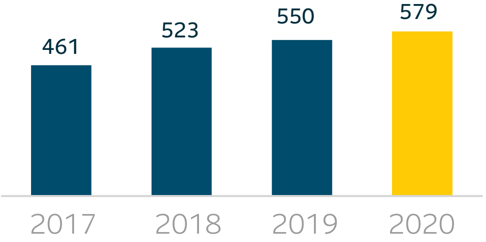
Positioned in Asia's largest and fastest growing markets

Q4'20 and 2020 highlights

- Our new **TPBank bancassurance partnership** in Vietnam nearly doubled our sales in the country in its first year; entered into a second **bancassurance partnership with Asia Commercial Joint Stock Bank** ("ACB") with sales starting in 2021
- Launched NF2F[3] sales capabilities in Malaysia; we now offer **virtual sales experiences in each of our markets**
- **Client mobile applications** and **SunSmart,** our digital end-to-end point-of-sales tool, are now **available in all Local Markets and Hong Kong**
- Asia **individual life insurance sales[1,2] increased 10%** over prior year
- **Sales[1]** in International Hubs **doubled** over 2019

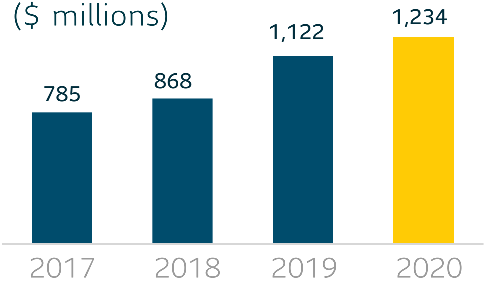
Underlying net income[1]

($ millions)



Individual life sales[1,2]

($ millions)



[1] Represents Non-IFRS financial measures. See "Use of Non-IFRS Financial Measures" in the appendix
[2] Sales from joint ventures are based on our proportionate equity interest
[3] Non-face-to-face

Number of advisors
+12%
year-over-year

Capturing growth opportunities in Asia

Local Markets

Philippines

- Ranked **1st** in insurance sales[1,2]
- **2nd** largest mutual fund provider based on AUM[1,3]

Indonesia

- **9th** in insurance sales[1,4]
- Overall market share of **3%**[1,4]

Vietnam

- **13th** in insurance sales[1,5]
- Newly launched partnership with Asia Commercial Bank, effective Jan. 1, 2021

China

- **8th** in insurance among foreign JVs[1,6]
- Over **22,000 advisors,** an increase of 69% over Q4'19

India

- **7th** in individual insurance, with an overall market share of **5%**[1,7]
- **4th** largest mutual fund provider in the country based on AUM[1,8]

Malaysia

- **7th** in insurance sales[1,9]
- **4th** in bancassurance, with a bancassurance market share of **12%**[1,10]

International Hubs

Hong Kong

- **2nd** largest MPF provider based on net inflows, **3rd** based on AUM[1,11]
- **11th** in insurance sales, with a market share of 2.5%[1,12]

International

- Leverages the high-net-worth opportunities in Asia to offer Clients and distribution partners best-in-class products and services across all geographies

[1] Represents Non-IFRS financial measures. See "Use of Non-IFRS Financial Measures" in the appendix
Footnotes 2-11: See appendix to these slides for information on source data (slide 39)

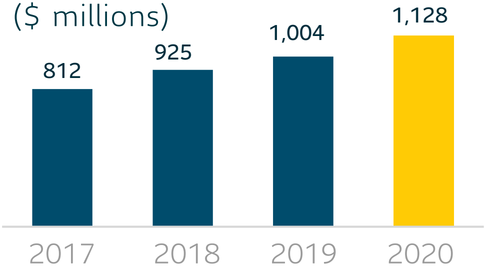
Expanding asset management capabilities

Q4'20 and 2020 highlights

- Completed the acquisition of a **majority stake in InfraRed;** on January 5, 2021, completed the acquisition of a **majority stake in Crescent, adding $39 billion of AUM[1]**
- SLC Management **tripled underlying net income[1]** from 2019 **to $94 million**
- At MFS, **net inflows of US$1.5 billion**, with positive U.S. retail flows for the 8th consecutive quarter; full year **net inflows of US$13.1 billion**
- **97%, 95% and 94%** of MFS's U.S. retail mutual fund assets ranked in the top half of their Morningstar categories based on ten-, five- and three-year performance, respectively
- Q4 pre-tax **net operating profit margin ratio[1] for MFS of 41%**

Underlying net income[1]

($ millions)



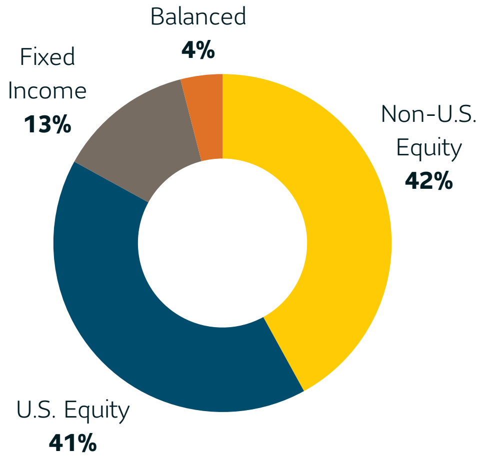
MFS → **US$610** billion AUM[1]

SLC Management → **$106** billion AUM[1,2]

[1] Represents a non-IFRS financial measure. See "Use of Non-IFRS Financial Measures" in the appendix
[2] Excludes assets managed on behalf of the Insurance businesses for the General Fund
[3]See "Forward-Looking Statements" in the appendix to these slides.

MFS: diversification of assets under management[1]

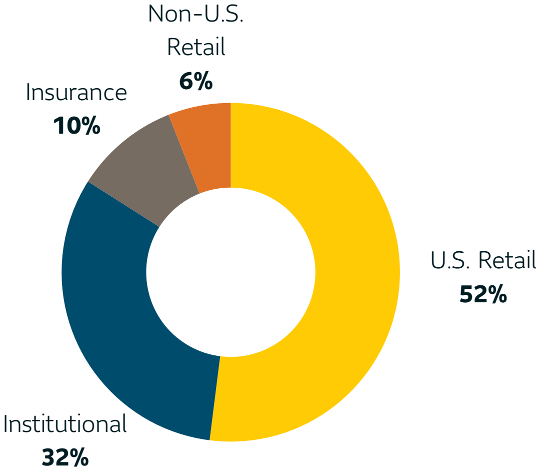
Asset class mix
US$, as at December 31, 2020



MFS

US$610
billion AUM[1]

Investor type
US$, as at December 31, 2020

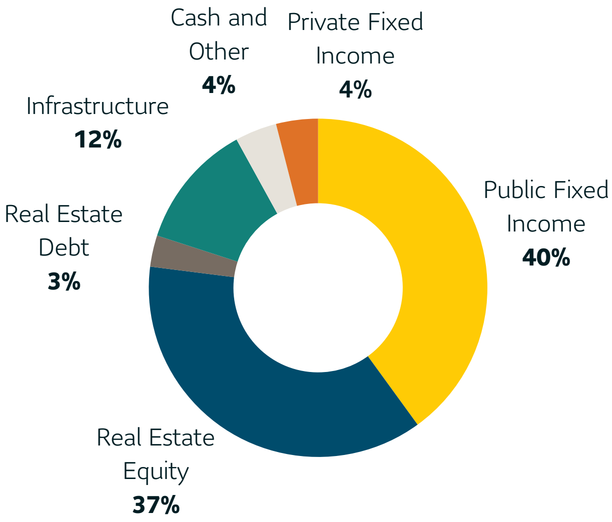


[1] Represents a non-IFRS financial measure. See "Use of Non-IFRS Financial Measures" in the appendix and "Reconciliation of Select Net Income Measures" in the appendix

SLC Management: diversification of assets under management[1]

Asset class mix

$, as at December 31, 2020



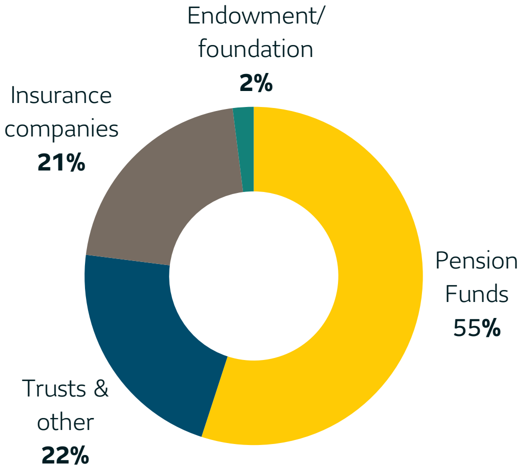
SLC Management

$106

billion AUM[1,2]

Investor type

$, as at December 31, 2020



[1] Represents a non-IFRS financial measure. See "Use of Non-IFRS Financial Measures" and "Reconciliation of Select Net Income Measures" in the appendix
[2] Excludes assets managed on behalf of the Insurance businesses for the General Fund

Business overview

Business group results & highlights

Capital management

Asset portfolio

Sustainability

Capital generation provides good capital flexibility

Capital deployment priorities

Funding **organic growth**

Target **dividend payout** ratio of **40-50%[1]**

M&A opportunities and strategic investments

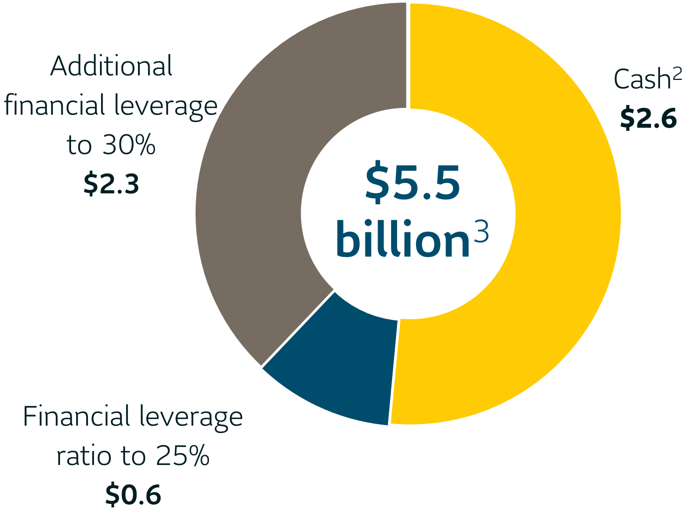
Share **buybacks[3]**

- Capital deployment priorities unchanged
- Target minimum cash at the holding company of **$500 million[2]**

[1] Represents Non-IFRS financial measures. See "Use of Non-IFRS Financial Measures" and "Reconciliation of Select Net Income measures" in the appendix
[2] See "Forward-Looking Statements" and "Risk Factors" in the appendix
[3] On March 13, 2020, OSFI set the expectation for all federally regulated financial institutions that share buybacks should be halted for the time being

Strong capital position with significant deployment potential[1]

Capital deployment potential
($ billions, at December 31, 2020)

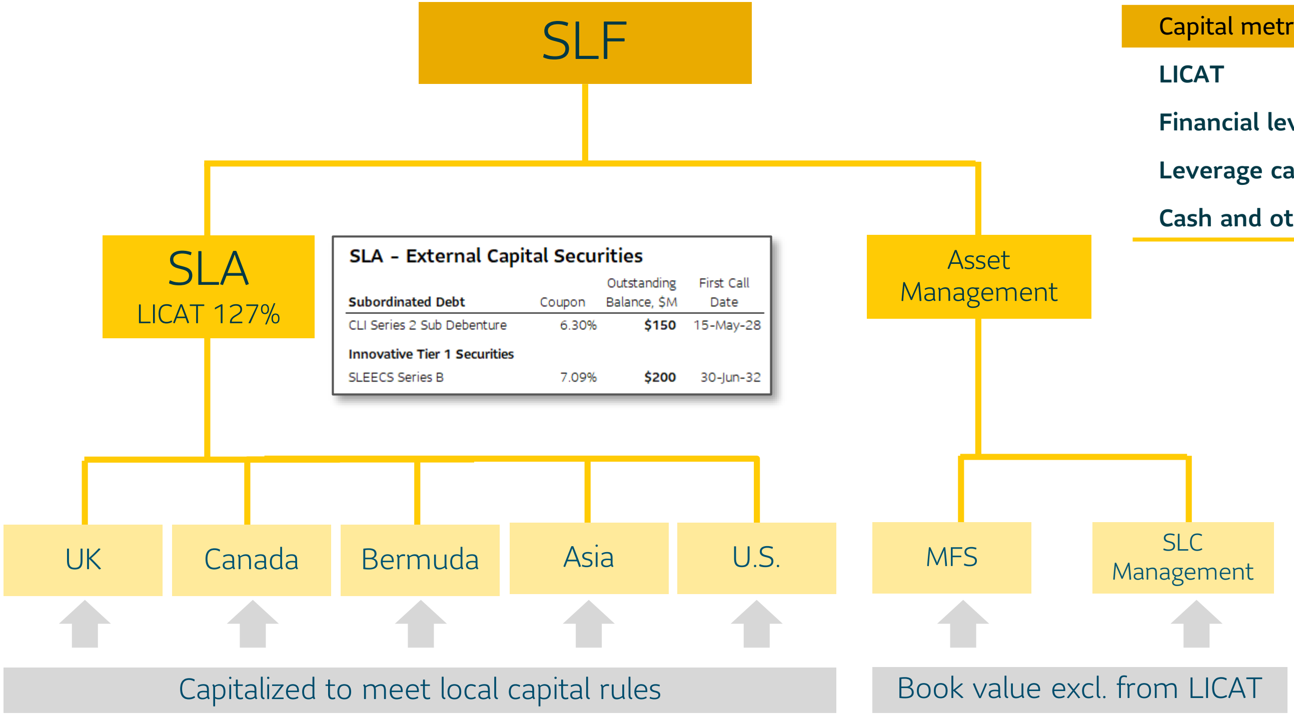


Deployment opportunities

Type	Considerations
Organic investments	Making further investments in building out new business models and advancing our leading digital capabilities
Mergers & acquisitions	Actively seeking out potential targets aligned with our strategic goals and meeting financial hurdles
Share buybacks	Utilize excess capital build up for share repurchases in the near term, when appropriate[4]
Reinsurance transactions	Repatriating certain reinsurance arrangements with potential to increase earnings

[1] See "Forward-looking Statements" in the appendix
[2] Excludes target minimum cash at the holding company of $500 million
[3] Subsequent events since December 31 bring the total to $5.2 billion pro forma; please refer to slides 9 and 14 in our Q4 2020 earnings call slides
[4] On March 13, 2020, OSFI set the expectation for all federally regulated financial institutions that share buybacks should be halted for the time being

Capital model provides financial flexibility



SLA – External Capital Securities

Subordinated Debt	Coupon	Outstanding Balance, $M	First Call Date
CLI Series 2 Sub Debenture	6.30%	**$150**	15-May-28
Innovative Tier 1 Securities			
SLEECS Series B	7.09%	**$200**	30-Jun-32

Capital metric	SLF
LICAT	147%
Financial leverage ratio	23.5%
Leverage capacity to 25%/30%	~$0.6B/$2.9B
Cash and other liquid assets	$3.1B

SLF – External Capital Securities

Subordinated Debt	Coupon	Outstanding Balance, $M	First Call Date
SLF Series 2007-1	5.40%	$398	29-May-37
SLF Series 2016-1	3.10%	$350	19-Feb-21
SLF Series 2016-2	3.05%	$997	19-Sep-23
SLF Series 2017-1	2.75%	$399	23-Nov-22
SLF Series 2019-1	2.38%	$747	13-Aug-24
SLF Series 2020-1	2.58%	$995	10-May-27
SLF Series 2020-2	2.06%	$745	1-Oct-30
		$4,631	
Preferred Shareholders' Equity			
SLF Series 1	4.75%	$394	31-Mar-14
SLF Series 2	4.80%	$318	30-Sep-14
SLF Series 3	4.45%	$245	31-Mar-15
SLF Series 4	4.45%	$293	31-Dec-15
SLF Series 5	4.50%	$245	31-Mar-16
SLF Class A, Series 8R	1.83%	$152	30-Jun-25
SLF Class A, Series 9QR	Floating	$122	30-Jun-25
SLF Class A, Series 10R	2.84%	$169	30-Sep-21
SLF Class A, Series 11QR	Floating	$26	30-Sep-21
SLF Class A, Series 12R	3.81%	$293	31-Dec-21
		$2,257	

All information as at December 31, 2020; all dollar amounts are in C$, unless otherwise stated

Strong operating and financial leverage

Q4 2020 operating leverage debt
($ millions)

Debt supporting reserve financing		
Senior debt	300	
Total operating leverage debt	**300**	

Q4 2020 capital
($ millions)

Subordinated debt	4,781	Tier 2
SLEECS (innovative tier 1 securities)	200	Tier 1
Preferred shareholders' equity	2,257	Tier 1
Total capital securities	**7,238**	
Common shareholders' equity and par[1]	23,605	Tier 1
Total capital	**30,843**	
Financial leverage ratio	***23.5%***	

[1] Participating policyholders' equity and non-controlling interest
[2] Represents a non-IFRS financial measure. See "Use of Non-IFRS Financial Measures" and "Reconciliation of Net Income measures" in the appendix to these slides

LICAT capital framework

Total ratio (SLF Inc.)	Total ratio (SLA Inc.)
147%	**127%**

Available capital

- Similar to MCCSR
  - Retained earnings / common and preferred equity continue to be the largest components
- Main changes relate to adjustments and deductions to Tier 1 capital
  - (+) Accumulated OCI
  - (+) Value of Joint Ventures
  - (-) Non-temporary DTAs

+

Surplus allowance + eligible deposits

- Essentially the provisions for adverse deviation (PfADs) for non-economic risks
  - Insurance (mortality, morbidity, lapse) + interest
- Discounted at the rate used in the valuation of actuarial liabilities

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Base solvency buffer

- Sum of aggregate capital required for:
  - credit, market, insurance, segregated fund and operational risk
- Total solvency requirements for a 1:200 year tail event, with some allowance for diversification
- Discounted on a basis prescribed by OSFI, then grossed up by a scalar of 1.05

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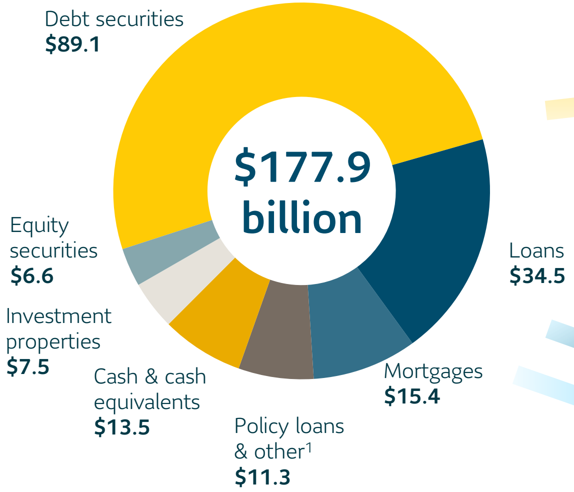
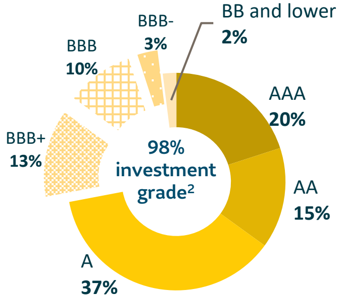
High quality, well-diversified investment portfolio

- Highly diversified with the largest non-government related exposure at 0.4% of total fixed income
- 96% of fixed income rated investment grade[2]
- Only 5% of fixed income rated BBB-; skewed BBBs to private loans with collateral and covenant protection
- Commercial mortgages 26% CMHC; well protected with 58% LTV and 1.66 DSCR[4]
- Repositioned real estate debt and equity portfolios to increase durability of cash flows

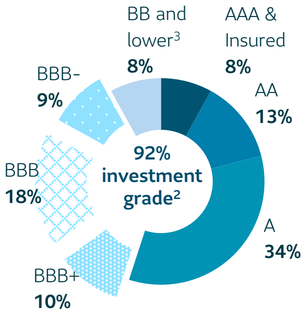
Investment profile
As of December 31, 2020



Debt securities by credit rating
As of December 31, 2020



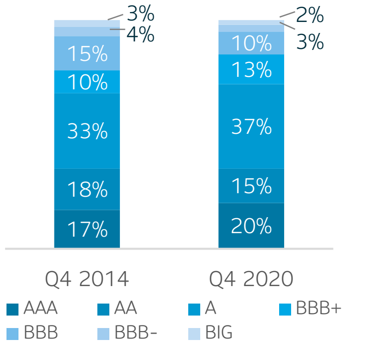
Mortgages & loans by credit rating
As of December 31, 2020



[1] Consists of: Other invested assets ($5.8), Policy loans ($3.3), Derivative assets ($2.2)
[2] BBB and higher
[3] BB and lower includes impaired mortgages and loans
[4] LTV: Loan-to-Value; DSCR: Debt-service coverage ratio

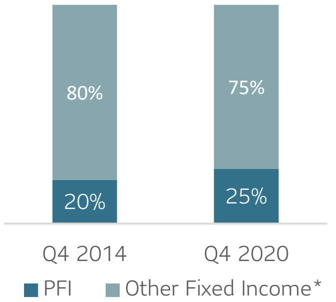
Active repositioning of our portfolio to prepare for a downturn

Public Debt Securities



- Reduced BBB- allocation by nearly $700M since 2014
- Diversified portfolio with an additional $5.0B of AAA/AA rated structured products[1]

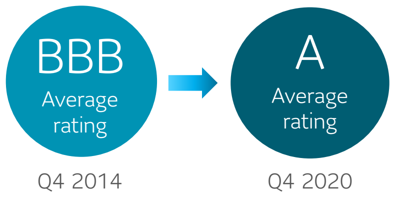
Private Fixed Income (Corporate Loans)



*comprised of public debt securities and commercial mortgages

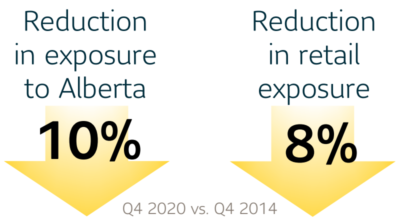
- Increased allocation to private fixed income
- Provides increased protection (i.e. covenants and collateral)
- Diversifies credit exposures

Commercial Mortgage Loans



- Average portfolio rating quality increased from BBB to A
- Reduced retail exposure by 9% and repositioned to focused on urban grocery-anchored tenants
- 5% reduction in exposure to Alberta

Commercial Real Estate



- Canada: Significant repositioning of portfolio - exited suburban and non-core office location in favour of urban; exited non-core and big-box retail for urban core or grocer anchored
- U.S.: Exited 22 non-core cities and unanchored strip centers while increasing industrial; reduced U.S. exposure by 15%

[1] Structured products include CDO, CMBS, RMBS, and other ABS

Highlighted exposures – debt securities and loans

Exposure December 31, 2020 ($ millions)	**Oil & Gas**		**Transportation (Auto & Aviation)**		**Hotels, Restaurants & Leisure**		**Real Estate**[1,2]	
	Value	**%**	**Value**	**%**	**Value**	**%**	**Value**	**%**
AA	323	6%	404	10%	-	-	331	14%
A	1,240	23%	1,728	42%	383	34%	926	37%
BBB+	1,109	20%	775	19%	294	26%	524	22%
BBB	1,832	33%	489	12%	95	8%	412	17%
BBB-	798	14%	348	8%	151	13%	123	5%
BB and lower	240	4%	365	9%	215	19%	114	5%
Total	**5,542**		**4,109**		**1,138**		**2,430**	

*Credit risk ratings were established in accordance with the internal rating process described in the Credit Risk Management Governance and Control section in our 2020 annual MD&A

% of total invested assets	***3%***	***2%***	***1%***	***1%***

Oil & Gas
- 96% investment grade
- 58% in pipelines, storage or transport
- 13% in private loans

Transportation
- 91% investment grade
- 56% secured by collateral
- 33% in private loans

Hotels, Restaurants & Leisure
- 81% investment grade
- 57% secured by collateral
- 61% in private loans

Real Estate
- 95% investment grade
- 37% in private loans
- Comprised of public and private REITs

[1] Includes debt securities and loans for: hotels/resorts, residential and retail REITs
[2] Excludes commercial mortgage loans, shown on slide 31

Mortgages and investment property exposures

Mortgages by type and geography[1]
As of December 31, 2020

($millions)	Office	Industrial[3]	Retail	Multi-family residential	Other	Total	% of Total
Canada[2]	1,635	996	1,963	3,950	575	**9,119**	**59%**
U.S.	1,846	949	1,747	1,681	86	**6,309**	**41%**
Total	***3,481***	***1,945***	***3,710***	***5,631***	***661***	***15,428***	***100%***

Mortgages by type and rating[1,5]
As of December 31, 2020

($millions)	Office	Industrial	Retail	Multi-family residential	Other	Total
Insured	-	-	-	3,663	345	**4,008**
AA	603	321	332	147	32	**1,435**
A	1,345	1,075	1,217	370	24	**4,031**
BBB+	243	323	415	541	8	**1,530**
BBB	494	160	638	309	71	**1,672**
BBB-	358	43	545	303	73	**1,322**
BB & below	438	23	563	298	108	**1,430**
Total	***3,481***	***1,945***	***3,710***	***5,631***	***661***	***15,428***

Mortgages
- 44% of Canadian portfolio is CMHC insured
- Reduced exposure to retail and to Alberta in recent years
- Office, Retail and Multi- Family Residential: 60% LTV and 1.65 DSCR[4]

Investment Properties
As of December 31, 2020

($millions)	Office	Industrial[3]	Retail	Multi-family residential	Other	Total	% of Total
Canada	1,792	1,726	912	1,004	646	**6,080**	**81%**
U.S.	768	269	237	67	30	**1,371**	**18%**
Europe	22	13	28	-	2	**65**	**1%**
Total	***2,582***	***2,008***	***1,177***	***1,071***	***678***	***7,516***	***100%***

Investment Properties
- Reduced exposure to retail and to Alberta in recent years
- Retail focused on experiential and urban centers
- Office weighted to gateway cities

[1] Excludes real estate debt securities and private loans shown on slide 30
[2] Includes insured mortgages; multi-family residential $3,663M and other $345M
[3] Includes Industrial and land
[4] LTV: Loan-to-Value; DSCR: Debt-service coverage ratio
[5] Credit risk ratings were established in accordance with the internal rating process described in the Credit Risk Management Governance and Control section in our 2020 annual MD&A

Business overview

Business group results & highlights

Capital management

Asset portfolio

Sustainability

Strong sustainability achievements and recognition in 2020

Financial Security

- **$1B of insurance** coverage and **$700M of savings** products driven by nudges from Ella
- **118,600 microinsurance policies** issued to date

Healthier Lives

- **$38M committed to diabetes** globally since 2012
- **20M ratings** on 150K health-care providers on Lumino

Sustainable Investing

- **"A" rating or higher** in every PRI module for Sun Life and its asset management businesses

Trusted and Responsible Business

- One year ahead of schedule, in 2019, **reached our 20% by 2020 target** for cumulative GHG emissions intensity[1] reductions (2014 baseline)
- **Client Data Privacy Principles launched,** include not selling Client data
- **34% women in senior roles** (VP and up); **women represent 36% of the Board; 15% underrepresented ethnicities** in senior roles

Most Sustainable Corporations in the World 2020 GLOBAL 100
(11 years in a row)

MEMBER OF Dow Jones Sustainability Indices In Collaboration with RobecoSAM
(15 years in a row)

HUMAN RIGHTS CAMPAIGN FOUNDATION BEST PLACES TO WORK 2020 for LGBTQ Equality 100% CORPORATE EQUALITY INDEX
(12 years in a row)

FTSE4Good
(20 years in a row)

2020 Bloomberg Gender-Equality Index
(3 years in a row)

Environmental Finance Bond Awards 2020 Winner Sustainability bond of the year – corporate

CANADA'S TOP EMPLOYERS FOR YOUNG PEOPLE 2020
(5 years in a row)

GRESB REAL ESTATE
(10 years in a row)

The Boston Globe TOP PLACES TO WORK 2020
(3 years in a row)

[1] Tonnes of carbon dioxide equivalent per square foot

For more information, please visit www.sunlife.com/sustainability

Appendix

Market movements and impacts in the quarter

Market Movements	QTD December 31, 2020	YTD December 31, 2020
S&P/ TSX	+8.1%	+2.2%
S&P 500	+11.7%	+16.3%
CA 10 - year	+12 bps	(103) bps
CA 30 - year	+10 bps	(55) bps
US 10 - year	+23 bps	(100) bps

Earnings on Surplus ($millions, pre-tax)	Q4'20	Q3'20	Q2'20	Q1'20
Investment income	**129**	113	127	128
AFS gains	**9**	26	33	68
Seed investment gains/(losses)	**14**	2	37	(42)
Investment properties mark-to-market	**4**	(4)	(4)	(3)
Interest on debt	**(42)**	(41)	(38)	(35)
Total	**114**	96	155	116

Equity Market Impacts ($millions, post-tax)	Q4'20	Q3'20	Q2'20	Q1'20
Equity market movement and volatility	**122**	42	105	(303)
Basis risk	**(14)**	8	(46)	(57)
Total	**108**	50	59	(360)

Interest Impacts ($millions, post-tax)	Q4'20	Q3'20	Q2'20	Q1'20
Interest rate changes	**5**	18	(123)	(87)
Credit spread movements	**(63)**	(27)	(72)	127
Swap spread movements	**(16)**	(5)	(10)	39
Total	**(74)**	(14)	(205)	79

Credit-Related Impacts ($millions, post-tax)	Q4'20	Q3'20	Q2'20	Q1'20
Changes in ratings	**(6)**	(33)	(60)	(39)
Impairments, net of recoveries	**(6)**	3	(24)	(1)
Release of best estimate credit	**30**	28	26	25
Total	**18**	(2)	(58)	(15)

Market sensitivities

Change in Equity Markets[1]

As at December 31, 2020 ($ millions, unless otherwise noted)	25% decrease	10% decrease	10% increase	25% increase
Potential impact on net income[2,3]	$(400)	$(150)	$150	$300
Potential impact on OCI[3]	$(50)	-	-	$50
Potential impact on LICAT[2,4]	0.0% point change	0.0% point change	0.0% point change	0.5% point decrease

As at December 31, 2019 ($ millions, unless otherwise noted)	25% decrease	10% decrease	10% increase	25% increase
Potential impact on net income[2,3]	$(350)	$(150)	$100	$250
Potential impact on OCI[3]	$(50)	$(50)	$50	$50
Potential impact on LICAT[2,4]	0.5% point decrease	0.0% point change	0.0% point change	0.0% point change

Change in Interest Rates[5]

	As at December 31, 2020		As at December 31, 2019	
($ millions, unless otherwise noted)	50 basis point decrease	50 basis point increase	50 basis point decrease	50 basis point increase
Potential impact on net income[2,3,6]	$(100)	$100	$(150)	$50
Potential impact on OCI[3]	$250	$(250)	$250	$(250)
Potential impact on LICAT[2,7]	3.5% point increase	1.5% point decrease	2.0% point increase	3.0% point decrease

Change in Credit Spreads[8,10]

	As at December 31, 2020		As at December 31, 2019	
($ millions, unless otherwise noted)	50 basis point decrease	50 basis point increase	50 basis point decrease	50 basis point increase
Potential impact on net income[9]	$(125)	$75	$(75)	$50
Potential impact on LICAT[7]	0.5% point decrease	0.5% point increase	0.0% point change	0.5% point decrease

Change in Swap Spreads[10]

	As at December 31, 2020		As at December 31, 2019	
($ millions, unless otherwise noted)	20 basis point decrease	20 basis point increase	20 basis point decrease	20 basis point increase
Potential impact on net income[9]	$50	$(50)	$50	$(50)

Footnotes 1-10: See appendix slide 39

In this presentation, Sun Life Financial Inc. ("SLF" or "SLF Inc."), its subsidiaries and, where applicable, its joint ventures and associates are referred to as "we", "us", "our", "Sun Life" and the "Company". Sun Life Assurance Company of Canada is referred to as "SLA".

Use of Non-IFRS Financial Measures

We report certain financial information using non-IFRS financial measures, as we believe that these measures provide information that is useful to investors in understanding our performance and facilitate a comparison of our quarterly and full year results from period to period. Non-IFRS financial measures do not have any standardized meaning and may not be comparable with similar measures used by other companies. For certain non-IFRS financial measures, there are no directly comparable amounts under IFRS. Non-IFRS financial measures should not be viewed in isolation from or as alternatives to measures of financial performance determined in accordance with IFRS. Additional information concerning non-IFRS financial measures and reconciliations to the closest IFRS measures are available in section G-Non-IFRS Financial Measures of the Earnings News Release. Non-IFRS Financial Measures and reconciliations are also included in our annual MD&A and the Supplementary Financial Information packages that are available on www.sunlife.com under Investors –Financial results & reports.

Non-IFRS measures

Underlying net income (loss) and financial measures based on underlying net income (loss), including underlying EPS or underlying loss per share, and underlying ROE, are non-IFRS financial measures. Underlying net income (loss) removes from reported net income (loss) the impacts of the following items that create volatility in our results under IFRS and when removed assist in explaining our results from period to period:

(a) market-related impacts that differ from our best estimate assumptions, which include: (i) impacts of returns in equity markets, net of hedging, for which our best estimate assumptions are approximately 2% per quarter. This also includes the impact of the basis risk inherent in our hedging program, which is the difference between the return on underlying funds of products that provide benefit guarantees and the return on the derivative assets used to hedge those benefit guarantees; (ii) the impacts of changes in interest rates in the reporting period and on the value of derivative instruments used in our hedging programs including changes in credit and swap spreads, and any changes to the assumed fixed income reinvestment rates in determining the actuarial liabilities; and (iii) the impacts of changes in the fair value of investment properties in the reporting period;
(b) assumption changes and management actions, which include: (i) the impacts of revisions to the methods and assumptions used in determining our liabilities for insurance contracts and investment contracts; and (ii) the impacts on insurance contracts and investment contracts of actions taken by management in the current reporting period, referred to as management actions which include, for example, changes in the prices of in-force products, new or revised reinsurance on in-force business, and material changes to investment policies for assets supporting our liabilities; and
(c) other adjustments:
    (i) certain hedges in Canada that do not qualify for hedge accounting - this adjustment enhances the comparability of our net income from period to period, as it reduces volatility to the extent it will be offset over the duration of the hedges;
    (ii) fair value adjustments on MFS's share-based payment awards that are settled with MFS's own shares and accounted for as liabilities and measured at fair value each reporting period until they are vested, exercised and repurchased - this adjustment enhances the comparability of MFS's results with publicly traded asset managers in the United States;
    (iii) acquisition, integration and restructuring costs (including impacts related to acquiring and integrating acquisitions); and
    (iv) other items that are unusual or exceptional in nature.

Underlying EPS also excludes the dilutive impact of convertible instruments. All factors discussed in this presentation that impact our underlying net income are also applicable to reported net income.

All EPS measures in this presentation refer to fully diluted EPS, unless otherwise stated. As noted above, underlying EPS exclude the dilutive impact of convertible instruments.

Other non-IFRS financial measures that we use include reported ROE, administrative services only ("ASO") premium and deposit equivalents, mutual fund assets and sales, managed fund assets and sales, insurance and health sales, premiums and deposits, assets under management ("AUM"), assets under administration, pre-tax net operating profit margin for MFS, measures based on a currency adjusted basis, financial leverage ratio, dividend payout ratio, impact of foreign exchange, real estate market sensitivities, assumption changes and management actions, value of new business, after-tax profit margin for U.S. Group Benefits and effective income tax rate on an underlying net income basis.

Use of Names and Logos of Third Parties

Names and logos of third parties are used for identification purposes and do not imply any relationship with, or endorsement by, them. Third party trade-marks are the property of their respective owners.

Reconciliation of Select Net Income Measures	Q4'20	Q3'20	Q4'19
Common shareholders' reported net income (loss)	744	750	719
Less:			
Impact of certain hedges that do not qualify for hedge accounting	-	5	4
Fair value adjustments on share-based payment awards at MFS	(46)	(32)	(37)
Acquisition, integration and restructuring	(50)	(11)	(43)
Net equity market impact	108	50	40
Net interest rate impact	(74)	(14)	(11)
Net increases (decrease) in the fair value of real estate	(14)	(37)	(11)
Assumption changes and management actions	(42)	(53)	(15)
Common shareholders' underlying net income (loss)	862	842	792

Forward-Looking Statements

From time to time, the Company makes written or oral forward-looking statements within the meaning of certain securities laws, including the "safe harbour" provisions of the United States Private Securities Litigation Reform Act of 1995 and applicable Canadian securities legislation. Forward-looking statements contained in this document include statements (i) relating to our strategies, financial objectives, future results of operations, and strategic goals; (ii) concerning our medium-term financial objectives which are described in this MD&A under the heading B - Overview - 2 - Financial Objectives, (collectively, our "medium-term financial objectives"); (iii) relating to productivity and expense initiatives, growth initiatives, outlook, and other business objectives; (iv) relating to our expected tax range for future years; (v) relating to the plans we have implemented in response to the COVID-19 pandemic and related economic conditions and their impact on the Company; (vi) that are predictive in nature or that depend upon or refer to future events or conditions; (vii) set out in this document under the heading J - Risk Management - 9 Risk Categories - Market Risk - Market Risk Sensitivities - Equity Market Sensitivities and Interest Rate Sensitivities; (viii) relating to cash flows, anticipated payment obligations, funding requirements and our ability to meet these obligations; (ix) relating to tax provisions; (x) relating to risks and uncertainties; and (xi) that include words such as "achieve", "aim", "ambition", "anticipate", "aspiration", "assumption", "believe", "continue", "could", "estimate", "expect", "goal", "initiatives", "intend", "may", "objective", "outlook", "plan", "potential", "project", "seek", "should", "strategy", "strive", "target", "will" and similar expressions. Forward-looking statements include the information concerning our possible or assumed future results of operations. These statements represent our current expectations, estimates and projections regarding future events and are not historical facts, and remain subject to change, particularly in light of the ongoing and developing COVID-19 pandemic and its impact on the global economy and its uncertain impact on our business.

Forward-looking statements are not a guarantee of future performance and involve risks and uncertainties that are difficult to predict. Future results and shareholder value may differ materially from those expressed in these forward-looking statements due to, among other factors, the impact of the COVID-19 pandemic and related economic conditions on our operations, liquidity, financial conditions or results and the matters set out in this document under the headings B - Overview - 2 - Financial Objectives; D - Profitability - 2020 vs. 2019; I - Capital and Liquidity Management; J - Risk Management; and M - Accounting and Control Matters - 1 - Critical Accounting Policies and Estimates and in the AIF under the heading Risk Factors, and the factors detailed in SLF Inc.'s other filings with Canadian and U.S. securities regulators, which are available for review at www.sedar.com and www.sec.gov, respectively.

Risk Factors

Important risk factors that could cause our assumptions and estimates, and expectations and projections to be inaccurate and our actual results or events to differ materially from those expressed in or implied by the forward-looking statements contained in this document, including our medium term financial objectives, are set out below. The realization of our forward-looking statements, including our ability to meet our medium-term financial objectives, essentially depends on our business performance which, in turn, is subject to many risks, which have been further heightened with the current COVID-19 pandemic given the uncertainty of its duration and impact. Factors that could cause actual results to differ materially from expectations include, but are not limited to: **market risks** - related to the performance of equity markets; changes or volatility in interest rates or credit spreads or swap spreads; real estate investments; and fluctuations in foreign currency exchange rates; **insurance risks** - related to policyholder behaviour; mortality experience, morbidity experience and longevity; product design and pricing; the impact of higher-than-expected future expenses; and the availability, cost and effectiveness of reinsurance; **credit risks** - related to issuers of securities held in our investment portfolio, debtors, structured securities, reinsurers, counterparties, other financial institutions and other entities; **business and strategic risks** - related to global economic and political conditions; the design and implementation of business strategies; changes in distribution channels or Client behaviour including risks relating to market conduct by intermediaries and agents; the impact of mergers, acquisitions, strategic investments and divestitures; the impact of competition; the performance of our investments and investment portfolios managed for Clients; changes in the legal or regulatory environment, including capital requirements; the environment and social, environmental laws and regulations; **operational risks** – related to breaches or failure of information system security and privacy, including cyber-attacks; our ability to attract and retain employees; legal, regulatory compliance and market conduct, including the impact of regulatory inquiries and investigations; our information technology infrastructure; a failure of information systems and Internet-enabled technology; dependence on third-party relationships, including outsourcing arrangements; business continuity; model errors; information management; **liquidity risks** - the possibility that we will not be able to fund all cash outflow commitments as they fall due; and **other risks** - COVID-19 matters, including the severity, duration and spread of COVID-19; its impact on the global economy, and its impact on Sun Life's business, financial condition and or results; risks associated with IFRS 17 and IFRS 9; our international operations, including our joint ventures; market conditions that affect our capital position or ability to raise capital; downgrades in financial strength or credit ratings; and tax matters, including estimates and judgements used in calculating taxes. The Company does not undertake any obligation to update or revise its forward-looking statements to reflect events or circumstances after the date of this document or to reflect the occurrence of unanticipated events, except as required by law.

Currency
All amounts are in Canadian dollars unless otherwise noted

Peer Groups included in TSR chart for slide 6
Canadian Lifecos – Manulife Financial Corporation, Great-West Life, and Industrial Alliance
Global Lifecos – AXA SA, Prudential PLC, Allianz SE, Aviva PLC, Assicurazioni Generali SpA, AIA Group Ltd., China Life Insurance Co. Ltd, Great Eastern Holdings, and Ping An Insurance Group
U.S. Insurers – Hartford Financial Services Group, Lincoln National Corporation, MetLife Inc., Principal Financial Group, Inc., Prudential Financial, Inc., Unum Group, and Voya

Source Information for slide 17
[2] Ranking for Sun Life of Canada (Philippines) and Sun Life Grepa Financial, Inc. (@49% ownership). Based on unofficial data from the Insurance Commission of the Philippines, at Sept 30, 2020
[3] Philippine Investment Funds Association, based on Oct 31, 2020 ending assets under management
[4] Indonesia Life Insurance Association industry report, based on year-to-date annualized first year premiums at Sept 30, 2020
[5] Oct 31 2020 year-to-date annualized first year premiums, based on data shared among Vietnam industry players
[6] China Banking and Insurance Regulatory Commission, based on gross premiums for Q3'20 YTD (excluding universal and variable universal life insurance deposits and pension companies)
[7] Insurance Regulatory Authority of India, based on annualized first year premiums among private players on calendar year basis at Nov 30, 2020
[8] Association of Mutual Funds in India, based on average assets under management for the quarter ended at Dec 31, 2020
[9] Life Insurance Association of Malaysia; Insurance Services Malaysia Berhad, based on Q3'20 YTD annualized first year premium for Conventional and Takaful business
[10] Life Insurance Association of Malaysia; Insurance Services Malaysia Berhad, based on Q3'20 YTD annualized first year premium for Conventional and Takaful bancassurance business
[11] Mercer MPF Market Shares Report, for the three month period ended Sept 30, 2020
[12] Insurance Authority of Hong Kong, Provisional Statistics on Hong Kong Long Term Insurance Business, based on Q3'20 YTD annualized first year premiums

Footnotes for slide 36
[1] Represents the respective change across all equity markets as at December 31, 2020 and December 31, 2019. Assumes that actual equity exposures consistently and precisely track the broader equity markets. Since in actual practice equity-related exposures generally differ from broad market indices (due to the impact of active management, basis risk, and other factors), realized sensitivities may differ significantly from those illustrated Sensitivities include the impact of re-balancing equity hedges for dynamic hedging programs at 2% intervals (for 10% changes in equity markets) and at 5% intervals (for 25% changes in equity markets).
[2] The market risk sensitivities include the estimated mitigation impact of our hedging programs in effect as at December 31, 2020 and December 31, 2019, and include new business added and product changes implemented prior to such dates.
[3] Net income and OCI sensitivities have been rounded to the nearest $50 million. The sensitivities exclude the market impacts on the income from our joint ventures and associates, which we account for on an equity basis.
[4] The LICAT sensitivities illustrate the impact on Sun Life Assurance as at December 31, 2020 and December 31, 2019. LICAT ratios are rounded to the nearest 0.5%.
[5] Interest rate sensitivities assume a parallel shift in assumed interest rates across the entire yield curve as at December 31, 2020 and December 31, 2019 with no change to the Actuarial Standards Board ("ASB") promulgated Ultimate Reinvestment Rate ("URR"). Variations in realized yields based on factors such as different terms to maturity and geographies may result in realized sensitivities being significantly different from those illustrated. Sensitivities include the impact of re-balancing interest rate hedges for dynamic hedging programs at 10 basis point intervals (for 50 basis point changes in interest rates).
[6] The majority of interest rate sensitivity, after hedging, is attributed to individual insurance products. We also have interest rate sensitivity, after hedging, from our fixed annuity and segregated funds products.
[7] The LICAT sensitivities illustrate the impact on Sun Life Assurance as at December 31, 2020 and December 31, 2019. LICAT ratios are rounded to the nearest 0.5%. The sensitivities assume that a scenario switch does not occur in the quarter. The December 31, 2020 sensitivities are calculated using a different North America scenario than that used in December 31, 2019.
[8] In most instances, credit spreads are assumed to revert to long-term insurance contract liability assumptions generally over a five-year period.
[9] Sensitivities have been rounded to the nearest $25 million.
[10] The credit and swap spread sensitivities assume a parallel shift in the indicated spreads across the entire term structure. Variations in realized spread changes based on different terms to maturity, geographies, asset classes and derivative types, underlying interest rate movements, and ratings may result in realized sensitivities being significantly different from those provided. The credit spread sensitivity estimates exclude any credit spread impact that may arise in connection with asset positions held in segregated funds. Spread sensitivities are provided for the consolidated entity and may not be proportional across all reporting segments.

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