



**Q&A for Hybrid Meetings of
Sun Life Financial Inc. and Sun Life Assurance Company of Canada
on Wednesday, May 6, 2026 at 5 p.m. (Toronto time)**

1. What is a hybrid meeting?

Hybrid meetings are meetings that are held concurrently via an online platform and at a physical location. Participants can choose to attend online or in person. Participants attending online are able to ask questions, vote and participate electronically in real time, as if they are physically in person.

2. Why are you holding a hybrid meeting?

We are holding a hybrid meeting to provide flexibility for both in-person and remote participation for all shareholders and voting policyholders.

3. Where is the hybrid meeting held?

Online

Via live webcast at meetings.lumiconnect.com/400-804-248-487

Password: "sunlife2026" (case sensitive)

In Person

1 York Street (at Harbour Street), 35th Floor, Toronto, Ontario, Canada

4. If I attend the meeting online, will I have limited ability to engage with the board?

No, only the manner of engagement differs. It is our hope that having the meeting online will foster greater participation and engagement – this format enables all shareholders, voting policyholders and their duly appointed proxyholders to participate in the meeting regardless of their geographic location.

We have ensured that this meeting offers shareholders and voting policyholders the same opportunities to participate as in person meetings. Shareholders, voting policyholders and their duly appointed proxyholders will be allowed to vote at the online meeting.

As with a physical meeting, only shareholders, voting policyholders and their duly appointed proxyholders who have been properly registered and have logged in with their control number will be able to address the meeting and ask question during the formal conduct of business.

As with physical annual meetings, we will observe the same protocol of appropriateness and relevance to the meeting. Rest assured, we will not be attempting to limit or filter legitimate questions and will do our best to address issues raised. In an online format we may receive questions of a similar theme, and your specific question may be paraphrased in the interests of efficiency and addressing as many themes as possible.

5. What steps do I need to take in advance of the meeting to make sure I am properly registered and can participate in the meeting?

How you register for the meeting will depend on whether you are a registered shareholder, share ownership account participant, non-registered shareholder, voting policyholder, or a proxyholder for the aforementioned.

Step 1: Obtain your control number

Registered shareholders, share ownership account participants and voting policyholders:

Locate your control number, which is printed on your proxy form or provided in your proxy email. If you can't find your control number, please refer to Question 6.

Non-registered shareholders (*those with shares held through a nominee, such as a securities broker, clearing agency, financial institution, trustee or custodian or other intermediary*):

Appoint yourself as a proxyholder by following the instructions on your voting instruction form. If you didn't receive a voting instruction form, contact your nominee. Once appointed as a proxyholder, you need to obtain a control number. Please refer to Question 6.

Proxyholders of shareholders or voting policyholders:

Ensure you are properly appointed by the shareholder or voting policyholder. Instructions on how to be appointed are in the Management Information Circular and Information for Voting Policyholders' Booklet posted on our [corporate website](#). You will need to further request for a control number after your appointment has been submitted. For instructions on how to get a control number, refer to Question 6.

Step 2: Registration and participation at the meeting

Online meeting:

Shareholders, voting policyholders and duly appointed proxyholders can log in online using their control number at: meetings.lumiconnect.com/400-804-248-487

Once logged in, click "I have a control number" and then enter the control number and password "sunlife2026" (case sensitive).

We recommend that you log in at least one hour before the meeting starts.

Important:

- It is your responsibility to ensure internet connectivity for the duration of the meeting.
- Any vote you cast at the meeting will revoke any proxy you previously submitted. If you do not wish to revoke a previously submitted proxy, you should not vote during the meeting.
- Non-registered shareholders who did not complete Step 1 can only log in as a guest to view the livestream of the meeting but will not be able to vote or speak during the meeting.



In-person meeting:

The meeting will be held at 1 York Street (at Harbour Street), 35th floor, Toronto, Ontario, Canada.

The closest GO Train and TTC subway station is Union Station.

Parking garage access is controlled by Impark and is accessible from Harbour Street (Eastbound) and accessible from Lakeshore (Westbound).

Upon arrival at the meeting, please register at the registration desk by providing your control number and a piece of government-issued identification document. Common shareholders, voting policyholders and duly appointed proxyholders will be given a ballot to vote at the meeting.

Please check sunlife.com/2026agm closer to the meeting date for updates and guidelines relating to attending the meeting in person.

6. How do I get a control number?

Contact our transfer agent, TSX Trust Company, by calling 1-866-751-6315 (within North America) or 1-416-682-3860 (outside of North America) or by completing [an online form](#). Please note that control numbers can only be issued up to May 5, 2026 at 5:00 p.m. Toronto time.

7. How can I vote during the online meeting?

Once you have successfully logged into the online meeting and once the Chair has formally called the meeting to order, the items of business to be voted on and your available voting options will be visible in the voting panel on your screen.

Simply click on your voting choice (FOR/AGAINST or FOR/WITHHOLD) to submit your vote. Non-registered holders must first appoint themselves or a proxyholder to participate in the online meeting (see Question 5). Duly appointed proxyholders must complete the step of obtaining a control number to participate in the online meeting (see Question 6).

8. Do I have to wait until the day of the meeting to vote?

No, you have the option to vote in advance of the meeting. Your vote is important to us and we encourage you to exercise your right to vote. You can vote in advance by one of the methods described in the 2026 Management Information Circular or Information for Voting Policyholders' Booklet, as applicable.

We expect that the vast majority of votes will be cast in advance of the meeting by proxy through the various available channels. Votes cast on the meeting day are an extremely small percentage of all votes cast.



Shareholders, voting policyholders and duly appointed proxyholders who have any questions about voting can contact TSX Trust at 1 (888) 433-6443 (toll free in Canada and the United States), or 416-682-3801 (other countries).

9. How can I ask questions at the meeting?

Whether you attend the meeting online or in person, only shareholders, voting policyholders and duly appointed proxyholders who have standing at the meeting will be able to address the meeting and ask questions during the formal conduct of business.

If you attend the meeting online and require any assistance voting or asking questions at any time during the meeting, please consult our service provider, Lumi, at support.lumiglobal.com/knowledge/virtual.

10. Who do I contact if I attend the online meeting and I'm having trouble accessing the meeting or technical problems?

Go to: support.lumiglobal.com/knowledge/virtual.

11. Will the hybrid meeting be available on archive?

Yes. A replay of the live stream of the online meeting will be available on our website along with the meeting materials.

12. Is the online meeting accessible on any web browser?

Our online meeting can be accessed on most web browsers (for example, Google Chrome, Mozilla FireFox, Microsoft Edge and Apple Safari); however, it may not always work with Internet Explorer. We recommend that online attendees ensure they have a current version of their browser installed.

13. What if I have more than one account and I want to vote during the hybrid meeting?

If you have more than one account, you will receive more than one control number to be voted. A registered shareholder who is also a voting policyholder and decides to attend the online meeting would need to be logged in with each control number under a separate browser session in order to vote multiple accounts. Your vote is important to us! We encourage you to vote in advance by one of the methods described in the 2026 Management Information Circular or Information for Voting Policyholders' Booklet, as applicable.