

Q&A for Virtual Meetings

1. What is a virtual meeting?

Virtual meetings are meetings where participants attend via an online platform that allows them to ask questions, vote and participate electronically in real time, as opposed to travelling to the meetings' physical location.

2. Why are you holding a virtual meeting?

At Sun Life, we are in the business of helping Canadians achieve lifetime financial security and live healthier lives. We have been actively monitoring COVID-19 developments and the directives from public health and government authorities. The health and well-being of our employees, Clients, investors and communities is our priority. In line with the latest guidance from public health and government authorities, this year's meeting will be held in a virtual only format by way of live webcast.

3. Will a virtual-only meeting limit a shareholder's ability to engage with the board?

- No, only the manner of engagement changes. It is our hope that holding a virtual meeting will foster greater participation and engagement – this format enables all shareholders, duly appointed proxyholders, voting policyholders and guests to participate in the meeting regardless of their geographic location.
- We have ensured that this meeting offers shareholders and policyholders the same opportunities to participate as in past in-person meetings. Registered shareholders, duly appointed proxyholders and policyholders will be allowed to vote online at any time during the meeting.
- As with a physical meeting, only registered shareholders, duly appointed proxyholders and policyholders who have standing at the meeting will be able to address the meeting and ask question during the formal conduct of business.
- As with physical AGMs 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.

4. How can I access the virtual meeting? Do I need to register beforehand?

- Registered shareholders, voting policyholders and duly appointed proxyholders (including non-registered shareholders who have duly appointed themselves as proxyholder) that attend the meeting online will be able to vote by completing a ballot online during the meeting through the live webcast platform.

Step 1: Log in online at <https://web.lumiagm.com/447957232>. We recommend that you log in at least one hour before the meeting starts.

Step 2: Follow these instructions:

Registered shareholders and Voting Policyholders: Click "I have a control number" and then enter your control number and password "sunlife2021" (case sensitive). The control number located on the form of proxy or in the email notification you received from our transfer agent, AST Trust Company (Canada) ("AST") is your control number. If you use your control number to log in to the meeting, any vote you cast at the meeting will revoke any proxy you previously submitted. If you do not wish revoke a previously submitted proxy, you should not vote during the meeting.



Duly appointed proxyholders:

- You must also complete the additional step of registering the proxyholder by calling AST at 1-866-751-6315 (within North America) or 1 (212) 235-5754 (outside of North America) or by completing an online form at <https://lp.astfinancial.com/ControlNumber> by no later than 5:00 p.m. (Toronto time) on Monday, May 3, 2021. Failing to register your proxyholder online will result in the proxyholder not receiving a control number from AST, which is required to vote at the meeting.
- Click "I have a control number" and then enter your control number and password "sunlife2021" (case sensitive). Proxyholders who have been duly appointed and registered with AST will receive a control number by email after the proxy voting deadline has passed.

Guests: Click "Guest" and then complete the online form.

- Guests (including non-registered shareholders who have not duly appointed themselves as proxyholder) can log into the meeting as set out below. Guests will be able to listen to the meeting but will not be able to vote during the meeting.
- To vote at the virtual Annual Meeting, a control number is required. The control number is printed on the proxy form or voting instruction form. Registered shareholders, share ownership account participants, voting policyholders or proxyholders without a control number should call 1-866-751-6315 (within North America) or 1 (212) 235-5754 (outside of North America) or by completing an online form at <https://lp.astfinancial.com/ControlNumber> to arrange for one to be issued prior to May 3, 2021 at 5 p.m. (Toronto time). Non-registered holders without a control number should contact their nominee (i.e. their securities broker, clearing agency, financial institution, trustee or custodian or other intermediary) to obtain one prior to the meeting.
- It is your responsibility to ensure internet connectivity for the duration of the meeting and you should allow ample time to log in to the meeting online before it begins.

5. How can I vote online during the meeting?

Once successfully logged into the virtual meeting and once the Chairperson 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 voting.

6. So, does this mean I have to wait until the virtual meeting to vote?

- No. All of the proxy voting methods available to shareholders and voting policyholders remain available as in previous years.
- We expect that the vast majority of all 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 and voting policyholders who have any questions about voting, please contact AST at 1-888-433-6443 (toll free in Canada and the United States), or 416-682-3801 (other countries).

7. How can I ask questions at the meeting?

- As with a physical meeting, only shareholders, duly appointed proxyholders and voting policyholders who have standing at the meeting will be able to address the meeting and ask questions during the formal conduct of business.



- If at any time during the virtual meeting you require any assistance voting or asking questions, please consult our service provider, Lumi, at <http://go.lumiglobal.com/faq>

8. Who do I contact if I'm having trouble accessing the virtual meeting or technical problems during the meeting?

Go to: <http://go.lumiglobal.com/faq>

9. Will the virtual meeting be available on archive?

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

10. I'm a beneficial shareholder, why does my voting instruction form refer to attending the meeting and voting in person and what does that mean?

For a virtual meeting, voting in person means voting online. In order to vote online during the meeting, Non-registered/beneficial shareholders must follow these steps:

1. Appoint yourself to 'attend' the annual general meeting on your voting instruction form.
2. Obtain a new control number by contacting AST at 1-866-751-6315 (within North America) or 1 (212) 235-5754 (outside of North America) or by completing an online form at <https://p.astfinancial.com/ControlNumber>
3. Register on-line at <https://web.lumiagm.com/447957232> using your new control number.

We encourage you to vote in advance by one of the methods described in the 2021 Management Information Circular.

11. Is the virtual meeting accessible on any web browser?

Our virtual meeting can be accessed on most web browsers (for example, Google Chrome, Mozilla FireFox, and Apple Safari), however Internet Explorer is not supported. We recommend that shareholders and policyholders ensure they have a current version of their browser installed.

12. What if I have more than one account and I want to vote during the virtual 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 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 2021 Management Information Circular or Information for voting policyholders booklet, as applicable.