

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?

Sun Life decided to have a virtual meeting based on ongoing developments related to the COVID-19 pandemic and the commitment to prioritize the health and safety of our shareholders, voting policyholders, employees, Clients and the broader community.

3. If I attend the meeting virtually, will I have limited 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 voting policyholders the same opportunities to participate as in person meetings. Registered shareholders, duly appointed proxyholders and voting 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 voting 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 meeting virtually? 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/422392842>. We recommend that you log in at least one hour before the meeting starts. It is your responsibility to ensure internet connectivity for the duration of the meeting.

Step 2: Follow these instructions:

Registered shareholders, share ownership account participants and voting policyholders: Click “I have a control number” and then enter your control number and password “sunlife2022” (case sensitive). The control number is located on the form of proxy or in the email notification you received from our agent, TSX Trust Company (“TSX Trust”). 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. If you do not have a control number, please refer to Question 13 for instructions.



Non-registered shareholders:

- The control number on your voting instruction form cannot be used to vote virtually at the meeting. You must obtain a new control number by no later than 5:00 p.m. (Toronto time) on Monday, May 9, 2022. Please refer to Question 13 for instructions.
- Click “I have a control number” and then enter your control number and password “sunlife2022” (case sensitive).

Duly appointed proxyholders:

- You must also complete the additional step of registering the proxyholder by calling TSX Trust 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://www.tsxtrust.com/control-number-request> by no later than 5:00 p.m. (Toronto time) on Monday, May 9, 2022. Failing to register your proxyholder online will result in the proxyholder not receiving a control number from TSX Trust, which is required to vote at the meeting.
- Click “I have a control number” and then enter your control number and password “sunlife2022” (case sensitive). Proxyholders who have been duly appointed and registered with TSX Trust will receive a control number by email after the proxy voting deadline has passed.

Guests (including non-registered shareholders who have not duly appointed themselves as proxyholder): Click “Guest” and then complete the online form. Guests will be able to listen to the meeting but will not be able to vote during the meeting.

5. How can I vote online during the meeting?

Once successfully logged into the virtual 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 voting.

6. Do I have to wait until the day of the 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 TSX Trust 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?

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

8. Who do I contact if I attend the meeting virtually and I’m having trouble accessing the meeting or technical problems?

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

9. Will the annual 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 non-registered/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 TSX Trust 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://www.tsxtrust.com/control-number-request>
3. Register online at <https://web.lumiagm.com/422392842> using your new control number.

We encourage you to vote in advance by one of the methods described in the 2022 Management Information Circular.

11. I cannot find my control number. What should I do?

Registered shareholders, share ownership account participants, voting policyholders or proxyholders:

Call 1 (866) 751-6315 (within North America) or 1 (212) 235-5754 (outside of North America) or complete an online form at <https://www.tsxtrust.com/control-number-request> to arrange for a control number to be issued prior to May 9, 2022 at 5 p.m. (Toronto time).

Non-registered shareholders:

- You cannot use the control number on your voting instruction form to vote virtually at the meeting. To obtain a new control number you must appoint yourself as proxyholder by printing your name in the space provided on the voting instruction form and then following your nominee's instructions for returning the form. If you did not receive a voting instruction form, contact your nominee.
- You or your proxyholder must also complete the additional step of registering the proxyholder by calling TSX Trust 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://www.tsxtrust.com/control-number-request> by no later than 5:00 p.m. (Toronto time) on Monday, May 9, 2022. Non-registered shareholders who have not duly appointed themselves as proxyholder will not be able to vote at the meeting virtually but will be able to participate as a guest.

12. 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.

13. 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 and decides to attend the meeting virtually 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 2022 Management Information Circular or Information for voting policyholders booklet, as applicable.