



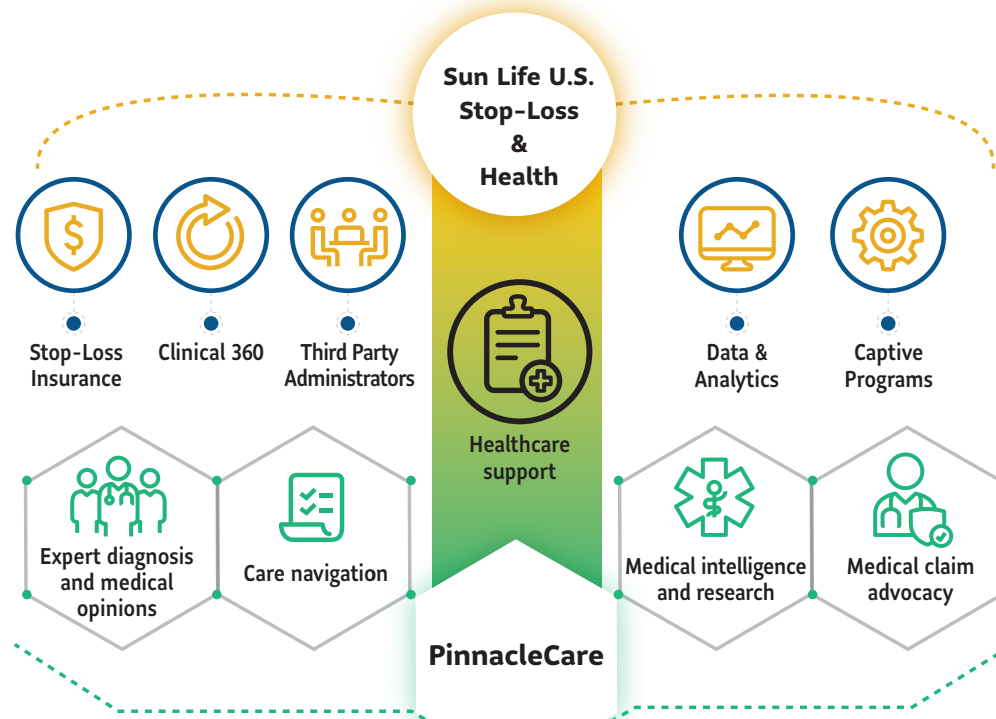
PinnacleCare Fact Sheet

PinnacleCare is a leading U.S. provider of medical intelligence and healthcare navigation services for people with serious medical conditions. The company offers a unique range of integrated services to educate, advocate for and guide individuals on all aspects of their healthcare journey to **improve healthcare delivery, outcomes and experiences**:

- Experienced in-house team of healthcare professionals and health advisors
- Extensive hospital and physician relationships
- Facilitate initial and second opinions to make informed, critical decisions about care
- Curated repository of medical and provider data
- Proprietary world-class medical research

Strategic expansion for Sun Life U.S. Stop-Loss & Health

- Stop-loss insurance protects employers that self-fund their health plans by covering high-dollar medical claims, typically for serious medical conditions
- The acquisition of PinnacleCare will extend the traditional stop-loss reimbursement model to one that helps improve health outcomes and the care experience for members
- The new approach will also reduce costs resulting from misdiagnosis and ineffective treatment
- **This will create an integrated offering unique in the stop-loss market**



According to industry research...

- Diagnostic errors are a major health problem and are likely to affect most people at least once in their lifetime¹
- 20% of serious medical conditions are misdiagnosed²
- 66% of serious medical conditions require some change from initial diagnosis²

* All dollar amounts are in U.S. dollars

1. National Academies of Sciences, Engineering and Medicine quality report, 2015

2. Research conducted by Mayo Clinic, Published April 2017. Researchers examined patient records from a two-year period at Mayo Clinic's General Internal Medicine Division.

3. Centers for Medicare & Medicaid Services, National Health Expenditures report, 2019.

Market highlights

Significant market opportunity

- \$3.8T* annual healthcare spend in U.S.³
- Increasing costs, complexity
- Need for health advisory and navigation solutions
- COVID-19 driving more consumer demand for medical intelligence and navigation services

Differentiated value proposition

- Distinctive breadth of services, expertise, medical research, provider access
- Combines compassionate support with data and technology to deliver high-touch engagement
- Proven ability to drive better outcomes at lower cost

Growth opportunities

- Employer channel is PinnacleCare's **fastest growing market**
- Growing traction in insurance channel, embedded within multiple types of policies

PinnacleCare at-a-glance

- Founded 2001
- Location: Baltimore, Maryland
- Employees: 170+
- \$12,000+* average savings per case
- 94% retention rate
- 92% member satisfaction rate
- Net promoter score: 86
- Supports over 2 million lives
- Preferred relationships with 130+ hospital systems; provides preferred access to top physicians and centers of excellence
- Empowers clients to make more informed, data-driven decisions regarding their healthcare
- Guides clients through the entire healthcare system to most effectively implement those decisions

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PINNACLECARE



Sun Life

This statement is forward-looking within the meaning of applicable securities laws and is subject to inherent risks, uncertainties and assumptions. Some of these assumptions and risks and uncertainties are described in Sun Life Financial Inc.'s (the "Company") news release announcing the acquisition of PinnacleCare under the heading "Forward-looking information", the Company's annual information form for the year ended December 31, 2020 under the heading "Risk Factors" and the Company's other filings with Canadian and U.S. securities regulators. The results or events predicted in this forward-looking statement may differ materially from actual results or events and we cannot guarantee that such statement will materialize. Except as may be required by law, we do not undertake any obligation to update or revise such forward-looking statement. See Section O – Forward-looking Statements of the Company's 2020 annual MD&A for additional information concerning forward-looking statements.

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