

### Canada Life: Your Best Choice

- **Size** - Part of Great-West Lifeco which has operations in Canada, the US, Europe and Asia through The Great-West Life Assurance Company, London Life Insurance Company, The Canada Life Assurance Company, Great-West Life & Annuity Insurance Company and Putnam Investments, LLC. Great-West Lifeco and its companies have £718 billion in assets under administration (per 12/31/2017), and are members of the Power Financial Corporation group of companies.
- **Market share** - Canada Life support over 25,000 employers, covering 2.8 million employees for £300 billion of benefits<sup>1</sup>. This makes them the UK's largest Group Insurance provider by premiums, lives and policies.
- **Experience and expertise** – Over 45 years' experience in the Group Insurance industry, with specialists in every area of the business. All from one central location.
- **Market leading technology** - CLASS is Canada Life's award-winning online group insurance system, holding over 11% of all UK group insurance policies.<sup>1&2</sup> It lets you quote, renew and administer policies anywhere, anytime.
- **Flexible and unique** - Offering a bespoke approach to Income Protection Claims Management, Canada Life are about more than just a financial benefit. As well as a wide range of Support Services, employers have access to a market-leading rehabilitation service that helps their employees return to work.
- **Innovative** - First to bring the innovative service Best Doctors® to the UK market. First to make BusinessCare, the essential service for small businesses, integral to every Income Protection scheme. First to offer EAP and Best Doctors to all UK-based staff, including those not insured for Income Protection.
- **Value for money** - Tailored products based upon an accurate risk assessment combined with a range of additional services, giving outstanding value.
- **Service** - Leading industry service standards with award-winning customer service and dedicated regional Account Managers.

<sup>1</sup> Canada Life MI, 2019

<sup>2</sup> Swiss Re, 2019

### Canada Life: Facts & Figures

- IGP Network Partner since: 1993
- Group Life Market Share:<sup>1&2</sup> 24.6%
- Group Income Protection Market Share:<sup>1&2</sup> 16.6%
- Group Life Market Rank:<sup>1&2</sup> No. 1
- Group Income Protection Market Rank:<sup>1&2</sup> No. 3
- Financial Strength Ratings (per June 2019):
  - A.M. Best: A+
  - DBRS Limited: AA
  - Fitch: AA
  - Moody's: Aa3
  - Standard & Poor's: AA

### Awards & Recognitions

- Health Insurance Awards
  - Best Group Risk Provider – Winner 2013, 2014, 2015, 2016, 2017 & 2018
- Cover Excellence Awards
  - Best Group Income Protection – Winner 2018
- ORC Adviser Survey
  - Best Overall Service Provider – 10 years running (2009 – 2018)
- Corporate Adviser Awards
  - Best Group Risk Provider – Winner 2014, 2015, 2016 & 2017
- Moneyfacts IL&P Awards
  - Best Group Protection Provider – Winner 2012, 2014, 2015, 2016 & 2017

### More Information

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### Claims Processing & Claims Timeliness

Measurement of claims payment processing & timeliness	✓
Measurement of claims payment processing & timeliness per client	✓
Frequency of measurement reports	Monthly
Claims payment commitment	
- Death: 95% within 3 working days	✓
- Disability: 95% within 3 working days	✓

### Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Frequency of measurement reports	Monthly
Accuracy commitment: 98% of claims	✓

### Account Servicing: Responding to Inquiries

Measurement of responsiveness to telephone inquiries	✓
Measurement of responsiveness to written inquiries	✓
Measurement of responsiveness per client	✓
Inquiry commitment:	
- 95% within 1 working day for telephone inquiries	✓
- 95% within 5 working days for written inquiries	-

### Premium Statements

Measurement of timeliness of premium statements (bills)	✓
Measurement of timeliness of premium statements (bills) per client	✓
Frequency of measurement reports	Monthly
Premium statement commitment: 95% within 5 working days	✓

### Policy Issuance per Individual

Measurement of timeliness of policy issuance	✓
Measurement of timeliness of policy issuance per client	✓
Frequency of measurement reports	Monthly
Policy issuance commitment: 95% within 5 working days	✓

### Helplines and IT Capabilities

Employee help line to respond to employee inquiries	-
Helpline availability 24/7	-
On-line Administration (real-time)	✓





The information in this document is subject to change. Please contact your IGP Account Manager or [IGPinfo@jhancock.com](mailto:IGPinfo@jhancock.com) for more details.

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