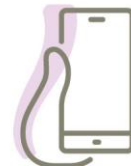


Newsline

News and updates for plan members



CUSTOMER SERVICE March 16, 2020

20-10

Update on measures to take for COVID-19

Canada Life is prepared to support you through the COVID-19 (novel coronavirus) pandemic. Health officials stress that the risks remain low for those outside of the affected areas. But we're taking the issue seriously. Please note, the Government of Canada advises avoiding all non-essential international travel, citing fast-moving border restrictions and quarantines.

Go digital

For the fastest processing, your plan may allow you to go online and use GRS Access for things like address changes, investment allocation instructions, payroll changes, online banking for contributions and electronic fund transfers for all cash withdrawals.

If you've not checked out the new GRS Access, see www.grsaccess.com to register and explore the benefits of the new site. While you're there, check out the article on [market fluctuations](#) and how the market reacts in the short and long term.

Ongoing service

During this outbreak, our focus is to continue to serve you without interruption, as well as to provide a safe workplace for our employees.

To support this, we've:

- Eliminated business travel, both domestic and international.
- Cancelled all meetings and events until the end of June.
- Enacted a 14-day self-quarantine in cases of illness and personal travel outside of Canada.
- Increased cleaning in all offices and preventing visitors from entering our buildings

What if Canada Life employees get sick?

We have a plan for this, too. Many employees are already working from home, and employees from other locations can fill in as needed, if an office is affected. Meetings and business will primarily be conducted with tele- and video-conferencing.

Support for you

If all the media coverage is causing increased stress for you when you're at work, we encourage you to visit [Workplace Strategies for Mental Health](#) where you can get help to support your mental health and safety.

For information, visit [Public Health Agency of Canada](#) or the Canada Life corporate [site](#).

Call your provincial health line for information on what to do if you're worried about COVID-19.

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If you're in an area affected by the outbreak, you can get the latest travel advice from the [Public Health Agency of Canada](#).

If you have returned from an affected area in the last 14 days, you should visit the [Public Health Agency of Canada for advice](#).

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