PREPARE, OPTIMIZE AND ENJOY YOUR RETIREMENT INCOME
AGENDA

• Retirement as a journey (and not an "event")
• The *Sun Life Retirement and Savings Plan for Western Retirees* – making it easy to prepare, optimize and enjoy your retirement income
• Helping Western retirees for real life: meet Michael Cunningham, Retirement Consultant
• Q and A
MAKING THE RIGHT DECISIONS:
CONVERTING SAVINGS INTO INCOME
LIVING LONGER THAN EVER BEFORE...

Source: Canadian Institute of Actuaries, UP-94 Projected to 2015 (based on Canadian population, assumes age 65 reached)
MAKING THE RIGHT DECISIONS:
CONVERTING SAVINGS INTO INCOME

NEEDS Evolve IN RetIREMENT, AND DIFFERENT RISKS COME INTO PLAY
**Making Choices That Are Right for You**

There is no one product that manages all risks.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Annuity</th>
<th>LIF</th>
<th>RRIF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guaranteed annual income</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Self-directed investments</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Potential to benefit from market upside</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Protection from market downside</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Inflation protection</td>
<td>Optional</td>
<td>Varies</td>
<td>Varies</td>
</tr>
<tr>
<td>Option to cash-in savings</td>
<td>✗</td>
<td>✗ *</td>
<td>✓</td>
</tr>
<tr>
<td>Death benefit</td>
<td>Optional</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

*Under LIFs, withdrawals greater than the legislated maximum can only be made in special circumstances.
POST RETIREMENT EMPLOYEE SUPPORT: INSIGHTS FROM SUN LIFE EMPLOYER UNIVERSE

SUN LIFE PLAN SPONSOR SURVEY RESULTS

“We feel it’s our **responsibility** as an employer and plan sponsor to help our employees be prepared for their retirement years.”

Agree = 89%

“When an individual leaves employment with us, our responsibility to them ends.”

Agree = 46%
THE SUN LIFE RETIREMENT AND SAVINGS PLAN FOR WESTERN RETIREES:
SUPPORT THROUGHOUT THE RETIREMENT JOURNEY

MEMBER PHASE

- Early preparation
- Active preparation
- Retirement
- Ongoing support

SUPPORT AVAILABLE

- Online tools
- Investment advice
  - Over the phone
  - In person and over the phone
- Retirement Consultant

KEY NEEDS

- Personal validation
  - Making sure savings and investment strategy is aligned with high level goals
- Precision
  - In-depth conversation, detailed retirement income roadmap
- Flexibility
  - Early retirement is characterized by more frequent and higher withdrawals
- Stability
  - Regular withdrawals, more prudent investments
THE VALUE OF HAVING A PLAN

Results from a study conducted by Pollara for the Investment Funds Institute of Canada (IFIC):

- 56% of Canadians over 50 do not have a plan
- 22% of Canadians over 50 haven’t started saving for retirement
- 1/3 of Canadians rely on informal advice post-retirement
- Of those with plans, 75% feel more confident with professional support

AN INNOVATIVE APPROACH:
RETIREE INTERN PROJECT

Introducing CS' new intern who knows a little something about retirement...

Experience never retires.

Client SOLUTIONS

George GRAHAM

Sun Life Financial presents
a CLIENT-FIRST production "THE RETIREE INTERN" directed by LIFETIME SECURITY

In Office This Summer.
HELPING WESTERN RETIREES FOR REAL LIFE

MICHAEL CUNNINGHAM
RETIREMENT CONSULTANT
Sun Life’s Retirement Consultants

- Team of 16 retirement consultants
  (7 assigned to support Western retirees)
- Located in Toronto and Montreal
- Licensed & salaried
- Growing number with CFP® designation
Our high-touch approach

- On site or over the phone
- Call recording
- Quality evaluation
- Technology and tools
- Ongoing relationship with clients
- Training and continuing education
- Collaborative environment
First contact – 5 years before retirement:
What we will typically cover

- Length of meeting
- Questions I will ask
- Information required
- Outcome of the conversation
Strong foundations:
Next steps and ongoing relationship

- Setting up a detailed plan
- Finalizing income decisions
- Regular follow-ups
- Client example
What Western members are saying

I have already retired (in June) and transferred my funds to Sun Life. I was extremely satisfied with the information I was provided with.

The representative that I had from Sun Life was a very friendly and knowledgable person. She doesn't need any improvement.

Both the webinar and the individual consultation left me feeling much more confident about my retirement options.

Changing retirement plans was a bit nerve wracking for me, but after dealing with the Sun Life people, my anxiety was replaced with much more confidence. I am hoping to continue in a positive light.

It was evident that a lot of planning and effort had gone into the logistics for the meetings from both the Sun Life and Western side. Thank you for the thought and attention to detail that has gone into this.

A personable, comfortable meeting which I much appreciated.

"I hope this call is being recorded because you have been very helpful and very clear"
QUESTION PERIOD