

Canada Life real estate fund property valuation update

Thank you for your patience during the temporary suspension on the Canada Life real estate fund.

Due to continued valuation uncertainty in the real estate investment market and in order to protect investors, the temporary suspension on contributions into, transfers and redemptions from the real estate fund remains in place and transactions aren't permitted except those that are required by legislation.

Funds affected

- Real Estate Fund (GWLRA) (LREG)
- Real Estate C Fund (GWLRA) (REGWL) – mostly available through investment only plans
- Real Estate Notional Fund (GWLRA) (NLREG)

Asset allocation funds such as target risk, target date and risk-adjusted target date funds that invest in one of the real estate funds aren't subject to the suspension of contributions, transfers and redemptions.

Continued market uncertainty in property valuations

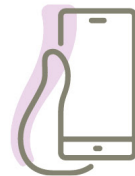
The conditions related to COVID-19 have reduced the number of real estate transactions that have taken place and our confidence in property valuations. The valuation of real estate, like many private assets, depends on evidence generated from comparable investment transactions because they provide relative information needed to inform property value conclusions. A significant reduction in transaction activity continues to create material valuation uncertainty related to the fund's real estate properties.

What's happened

- On March 20, 2020, Canada Life suspended the real estate fund as a result of the market conditions caused by COVID-19. This was done in the best interest of our investors, since there was material uncertainty in the valuation of the properties held by the fund. During the temporary suspension, no transactions have been allowed in or out of the fund.

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- In June, we resumed valuation of the properties of the fund because we saw the gradual lifting of emergency orders and an improved understanding of the cashflow implications for real estate, including rent collection levels, and the application of government rent relief programs.
- Over the course of the three-month period ending August 31, each of the fund's real estate holdings was valued once externally and twice internally.
- While these valuations represented a better estimate of market value compared to the March 20 property values, the fund manager continues to look for the return of confidence in property valuations.

What's next

Before we can lift the suspension, we need to regain confidence in the valuation certainty of the properties held by the fund and more comfort with the liquidity position of the fund and our ability to satisfy redemption requests. The easing of general population restrictions and the re-opening of the economy are expected to restore investment transaction activity and provide the evidence required to increase valuation certainty.

About the payment relief program

We continue to put customers at the centre of what we do. We're offering a process to facilitate payments to those investors who have an urgent need and who do not have access to any other source of funds during the suspension. The value of the investor's account will be reduced by the amount of any payment made.

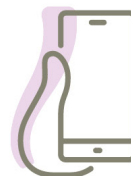
For more information

- You'll find updated answers to frequently asked questions about the real estate fund and current information about the temporary suspension, including the payment relief program on canadalife.com.
- You'll find a fund report on grsaccess.com with more information about the real estate fund such as historical performance and fund objective.
- Current commentary and information about the fund are available in the **Learn more** section at the bottom of the [GWL Realty Advisors website](https://www.gwlrealtyadvisors.com).

We don't yet have a timeframe of when the suspension may be lifted, but we'll communicate with you directly with any significant developments. If you'd like to get these communications faster by email, you can update your contact information by signing in to grsaccess.com or calling the toll-free number listed below.

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We're here to help

You can review the information about your plan on grsaccess.com. There are a variety of helpful tools available to you in the Investments menu of grsaccess.com, such as the investment personality questionnaire, fund reviews and fund reports.

If you have any questions, call us toll-free at 1-800-724-3402, weekdays between 8 a.m. and 8 p.m. ET.