

GREAT-WEST
LIFECO INC.

Quarterly Results Presentation

Q4 2020



Cautionary notes

CAUTIONARY NOTE REGARDING FORWARD-LOOKING INFORMATION

This document may contain forward-looking information. Forward-looking information includes statements that are predictive in nature, depend upon or refer to future events or conditions, or include words such as "will", "may", "expects", "anticipates", "intends", "plans", "believes", "estimates", "objective", "target", "potential" and other similar expressions or negative versions thereof. These statements include, without limitation, statements about the Company's operations, business, financial condition, expected financial performance (including revenues, earnings or growth rates), ongoing business strategies or prospects, anticipated global economic and market conditions and possible future actions by the Company, including statements made with respect to the expected cost (including deferred consideration), benefits, timing of integration activities and revenue and expense synergies of acquisitions and divestitures, including the recent acquisitions of Personal Capital Corporation (Personal Capital) and the retirement services business of Massachusetts Mutual Life Insurance Company (MassMutual), expected capital management activities and use of capital, expected dividend levels, expected cost reductions and savings, expected expenditures or investments (including but not limited to investment in technology infrastructure and digital capabilities), the impact of regulatory developments on the Company's business strategy and growth objectives, the expected impact of the current pandemic health event resulting from the novel coronavirus ("COVID-19") and related economic and market impacts on the Company's business operations (including sales levels and customer demand for products), financial results and financial condition. Forward-looking statements are based on expectations, forecasts, estimates, predictions, projections and conclusions about future events that were current at the time of the statements and are inherently subject to, among other things, risks, uncertainties and assumptions about the Company, economic factors and the financial services industry generally, including the insurance, mutual fund and retirement solutions industries. They are not guarantees of future performance, and the reader is cautioned that actual events and results could differ materially from those expressed or implied by forward-looking statements. Many of these assumptions are based on factors and events that are not within the control of the Company and there is no assurance that they will prove to be correct. Whether or not actual results differ from forward-looking information may depend on numerous factors, developments and assumptions, including, without limitation, the severity, magnitude and impact of the COVID-19 pandemic (including the effects of the COVID-19 pandemic and the effects of the governments' and other businesses' responses to the COVID-19 pandemic on the economy and the Company's financial results, financial condition and operations), assumptions around sales, fee rates, asset breakdowns, lapses, plan contributions, redemptions and market returns, the ability to integrate the acquisitions of Personal Capital and the retirement services business of MassMutual, the ability to leverage Empower Retirement's, Personal Capital's and MassMutual's retirement services businesses and achieve anticipated synergies, customer behaviour (including customer response to new products), the Company's reputation, market prices for products provided, sales levels, premium income, fee income, expense levels, mortality experience, morbidity experience, policy and plan lapse rates, participant net contribution, reinsurance arrangements, liquidity requirements, capital requirements, credit ratings, taxes, inflation, interest and foreign exchange rates, investment values, hedging activities, global equity and capital markets (including continued access to equity and debt markets), industry sector and individual debt issuers' financial conditions (including developments and volatility arising from the COVID-19 pandemic, particularly in certain industries that may comprise part of the Company's investment portfolio), the United Kingdom's exit ("Brexit") from the European Union, business competition, impairments of goodwill and other intangible assets, the Company's ability to execute strategic plans and changes to strategic plans, technological changes, breaches or failure of information systems and security (including cyber attacks), payments required under investment products, changes in local and international laws and regulations, changes in accounting policies and the effect of applying future accounting policy changes, unexpected judicial or regulatory proceedings, catastrophic events, continuity and availability of personnel and third party service providers, the Company's ability to complete strategic transactions and integrate acquisitions, unplanned material changes to the Company's facilities, customer and employee relations or credit arrangements, levels of administrative and operational efficiencies, changes in trade organizations, and other general economic, political and market factors in North America and internationally. The reader is cautioned that the foregoing list of assumptions and factors is not exhaustive, and there may be other factors listed in other filings with securities regulators, including factors set out in the Company's 2020 Annual MD&A under "Risk Management and Control Practices" and "Summary of Critical Accounting Estimates" and in the Company's annual information form dated February 10, 2021 under "Risk Factors", which, along with other filings, is available for review at www.sedar.com. The reader is also cautioned to consider these and other factors, uncertainties and potential events carefully and not to place undue reliance on forward-looking information. Other than as specifically required by applicable law, the Company does not intend to update any forward-looking information whether as a result of new information, future events or otherwise.

CAUTIONARY NOTE REGARDING NON-IFRS FINANCIAL MEASURES

This document contains some non-IFRS financial measures. Terms by which non-IFRS financial measures are identified include, but are not limited to, "base earnings (loss)", "base earnings (loss (US\$))", "base earnings per common share", "return on equity", "base return on equity", "core net earnings (loss)", "constant currency basis", "impact of currency movement", "premiums and deposits", "pre-tax operating margin", "sales", "operating expenses", "assets under management" and "assets under administration". Non-IFRS financial measures are used to provide management and investors with additional measures of performance to help assess results where no comparable IFRS measure exists. However, non-IFRS financial measures do not have standard meanings prescribed by IFRS and are not directly comparable to similar measures used by other companies. Refer to the "Non-IFRS Financial Measures" section in the Company's 2020 Annual MD&A for the appropriate reconciliations of these non-IFRS financial measures to measures prescribed by IFRS as well as additional details on each measure.



SUMMARY OF RESULTS

Paul Mahon

President & CEO
Great-West Lifeco



A strong fourth quarter driven by solid underlying business performance

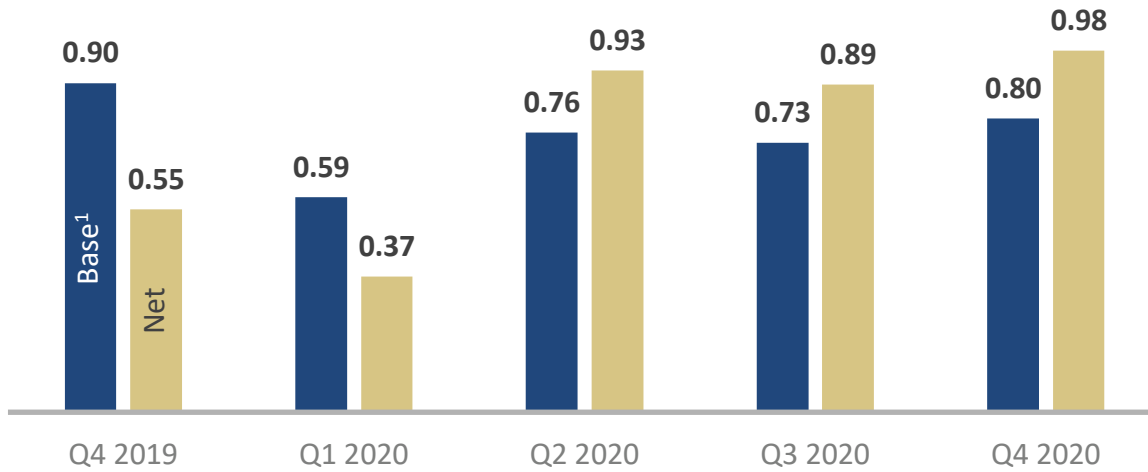
COVID-19 business impacts modest; heightened vigilance maintained

Strategic initiatives progressing; integration of acquired businesses on track

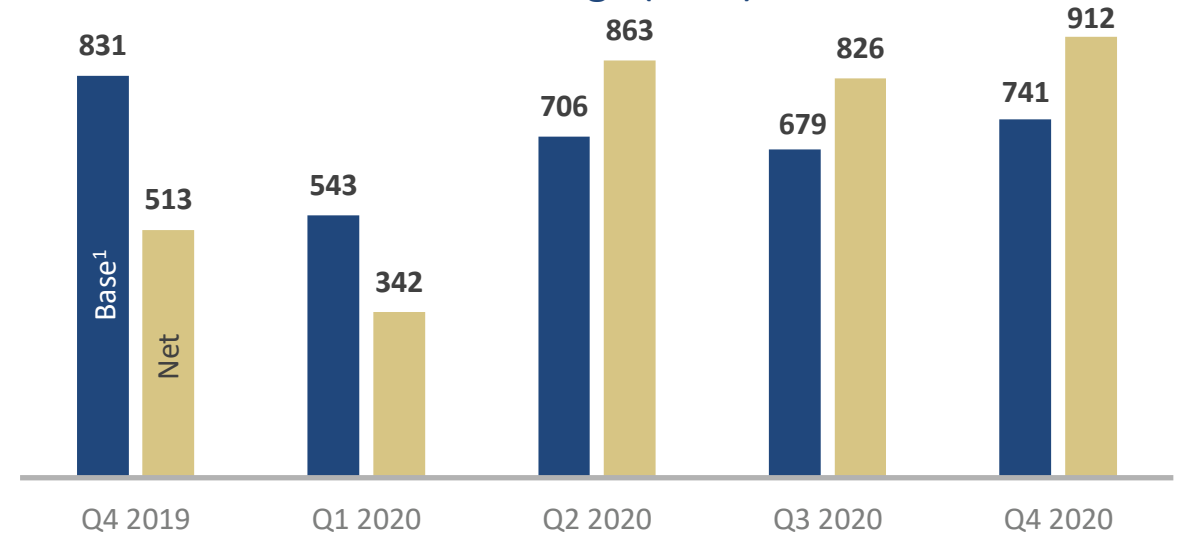
Focus on driving further value creation in 2021

EARNINGS

Earnings per Share (EPS)



Earnings (C\$m)



Base Earnings and EPS

- Base earnings and EPS down 11% YoY from an elevated Q4 2019
 - Q4 2019 included a \$122m tax settlement in Europe
 - Strong expected profit growth of 10%
 - Business growth in CRS and U.S. led to higher strain

Net Earnings and EPS

- Net earnings and EPS up 78% YoY
 - Revaluation of U.S. deferred tax asset (DTA)
 - Net gain on sale of GLC Asset Management (GLC)
 - Restructuring and integration costs in Canada and U.S.
 - U.S. acquisition-related transaction costs

1. Base earnings and base earnings per share (EPS) are non-IFRS measures. Refer to the reconciliations to net earnings and earnings per share, respectively, in the Company's Q4 2020 MD&A.

COVID-19: INVESTED ASSET IMPACTS

	Q4 2020 IMPACTS	NEAR-TERM OUTLOOK
Bond portfolio*	<ul style="list-style-type: none"> • Bond portfolio of \$153.0b, 75% of bonds rated A or higher; 99% rated BBB or higher • BBB holdings of \$37.5b are primarily higher quality with only \$6.3b rated BBB- • Increase in BBB holdings QoQ primarily due to assets acquired through the MassMutual transaction • \$1m after-tax positive impact from corporate bond upgrades 	<ul style="list-style-type: none"> • Downgrade cycle expected to continue over the medium-term • High grade issuers have taken advantage of robust new issue market • Lifeco bond portfolio remains diversified and of high quality
Property-related investments	<ul style="list-style-type: none"> • \$1m after-tax impact of mortgage downgrades, based on internal review • \$3m in cumulative deferred payments on commercial mortgage loans • \$5m in cumulative rent payment deferrals on investment properties • Limited impacts on U.K. property portfolio 	<ul style="list-style-type: none"> • Valuation certainty selectively returning to some sectors and geographies of the real estate market, however, the outlook remains uncertain for segments of the Office and Retail sub-sectors • Within Retail, grocers and distribution warehouses remain more stable than shopping centres or department stores • Mortgage loan portfolio remains diversified and of high quality

High-quality, well-diversified invested assets portfolio demonstrating resilience through COVID-19 crisis

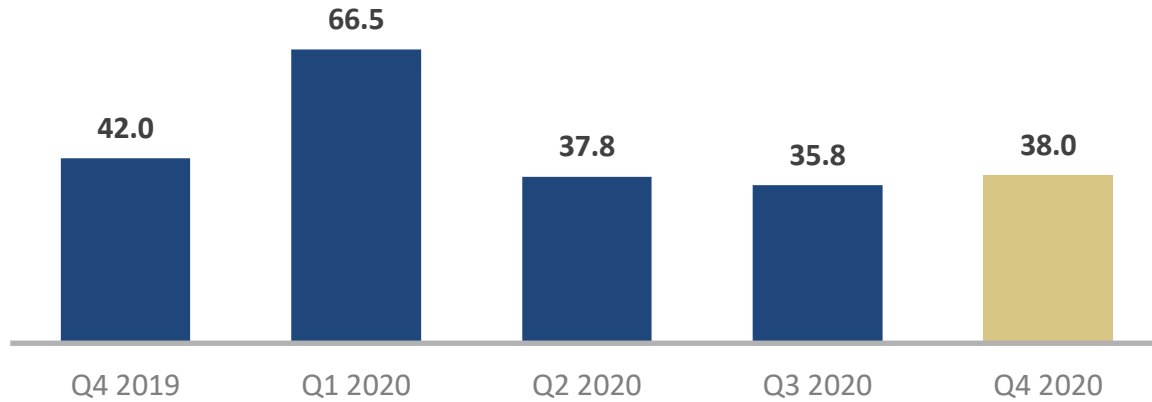
*Includes certain funds held by ceding insurers

COVID-19: BUSINESS IMPACTS

	Q4 2020 IMPACTS	NEAR-TERM OUTLOOK
CANADA	<ul style="list-style-type: none"> Individual sales close to historical levels; industry group sales remain lower; pricing action in individual and group during the year having a positive impact on profitability Health and dental claims remain slightly below historical levels Disability experience has improved, with both new cases and terminations more favorable than expected Very limited plan terminations due to business failures or bankruptcies 	<ul style="list-style-type: none"> Individual insurance application activity likely to continue at pre-COVID levels, though limited capacity in paramedical services may impact sales Group sales activity likely to return to historical levels in the medium-term Health and dental claims likely to remain below historical levels in short-term due to lock-downs, likely to increase in medium-term as economy re-opens Disability experience continues to be closely watched for mental health claims
EMPOWER	<ul style="list-style-type: none"> Plan participants staying invested; reactive movement to cash not prevalent; call center volumes and web traffic have returned to more normal levels Activity continued via calls/video; large/mega segment continues to have virtual wins; increased interest in Advisory offerings like Managed Account 	<ul style="list-style-type: none"> Sales pipeline remains strong and request-for-proposal activity remains high Fewer plan terminations expected Increased interest in financial wellness and advice-based products and services
PUTNAM	<ul style="list-style-type: none"> Ultra-Short Duration Income sales slowed as advisors sought higher yielding options Seed capital gains over remainder of 2020 more than offset Q1 losses Investment performance remained strong; increased sales opportunities High levels of activity continued, using calls/video, with sales up 7% YoY 	<ul style="list-style-type: none"> Sales and net flows dependent on impact of pace of COVID-19 vaccinations on investor sentiment and an increase in fixed income yields Seed capital performance dependent on market conditions
EUROPE	<ul style="list-style-type: none"> Sales activity for wealth continued to be slow; activity picked up in U.K. bulk annuity market; strong growth of corporate pension sales in Ireland Good persistency across all books Recovery sustained in Equity Release Mortgages (ERMs) originated in U.K, as physical property valuations continued during second pandemic wave 	<ul style="list-style-type: none"> Wealth sales expected to remain challenged, while recovery in bulk annuity and pension sales expected to continue European governments expected to continue business assistance until lockdown measures have eased, which should continue to support persistency Residential and broader property market values still proving resilient
CAPITAL AND RISK SOLUTIONS	<ul style="list-style-type: none"> Continued strong new business pipeline Remaining in close contact with clients to ensure their needs are met 	<ul style="list-style-type: none"> Strong demand for European longevity and life capital solutions in U.S. and Europe Decline in demand expected for traditional mortality reinsurance cover due to lower underlying client sales Pricing and demand solid for P&C reinsurance

SALES

Sales^{1,2} (C\$b)



Sales By Segment (C\$b)^{1,2}

	Canada	U.S.	Europe	Lifeco
Q4 2020	3.7	27.4	6.9	38.0
Q3 2020	2.5	28.0	5.3	35.8
Q4 2019	3.6	31.8	6.6	42.0
YoY	3%	(14%)	5%	(9%)
Constant Currency ³	3%	(12%)	0%	(9%)

Sales activity continues to be impacted by COVID-19 lockdowns but has improved from prior quarter; good persistency across businesses

- In Canada, strong individual wealth and solid individual insurance sales; market leading group insurance sales in quarter
- U.S. sales down YoY due to lower large plan sales at Empower, partly offset by first full quarter of Personal Capital sales and higher institutional sales at Putnam
- In Europe, higher bulk annuity sales partially offset by lower wealth sales in the UK; stable investment only sales in Ireland

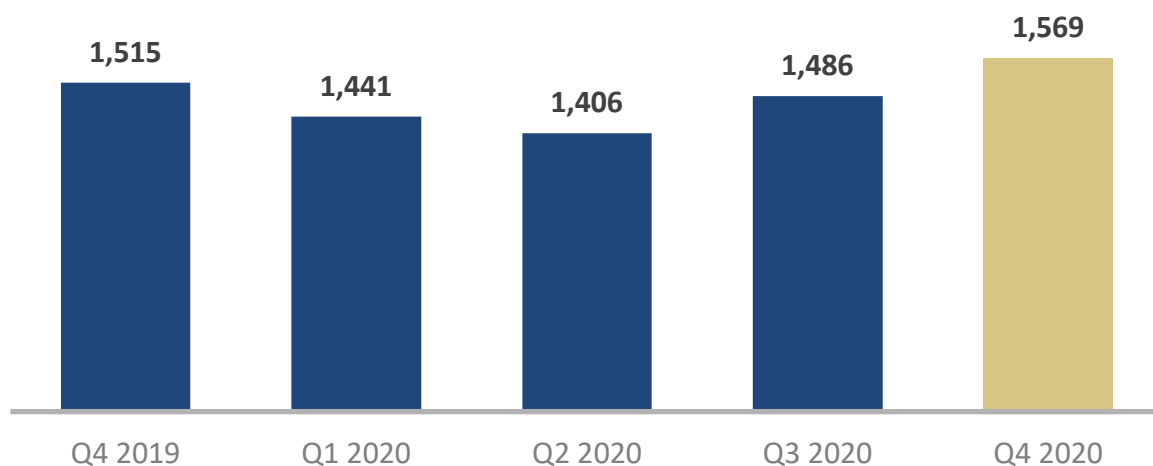
1. Sales is a non-IFRS measure. Refer to the discussion of this measure in the Company's Q4 2020 MD&A.

2. Sales is not a relevant measure for the Capital and Risk Solutions segment due to the nature of operations

3. Constant currency is a non-IFRS measure. Refer to the discussion of this measure in the Company's Q4 2020 MD&A.

FEE AND OTHER INCOME

Fee and Other Income (C\$m)



Fee and Other Income By Segment (C\$m)

	Canada	U.S.	Europe	CRS	Lifeco
Q4 2020	461	754	351	3	1,569
Q3 2020	445	696	342	3	1,486
Q4 2019	457	679	377	2	1,515
YOY	1%	11%	(7%)	10%	4%
Constant Currency ¹	1%	13%	(12%)	16%	3%

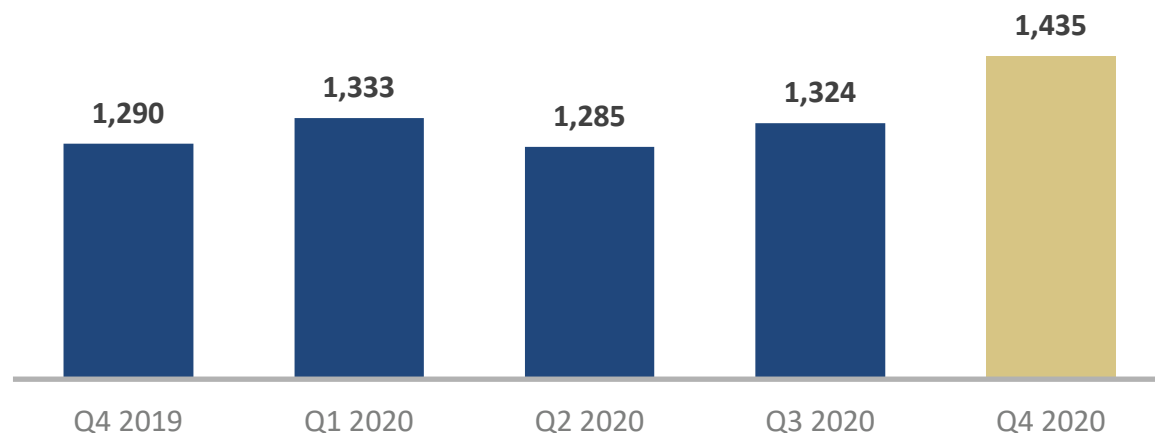
Excluding Personal Capital,
Lifeco fees up 1% YoY

- Canada fees largely consistent with Q4 2019, in line with markets
- U.S. fees up 11% YoY due to higher equity markets, inclusion of Personal Capital, and improved performance fees at Putnam; excluding Personal Capital, U.S. fees up 6% YoY
- Europe fees down YoY due to legacy block sale in the U.K. and IPSI sale in Ireland, partly offset by higher management fees in Germany and positive impact of currency movements

1. Constant currency is a non-IFRS measure. Refer to the discussion of this measure in the Company's Q4 2020 MD&A.

EXPENSES

Operating Expenses^{1,2} (C\$m)



Operating Expenses By Segment (C\$m)^{1,2}

	Canada	U.S. ²	Europe	CRS	Lifeco ^{1,2}
Q4 2020	471	643	285	25	1,435
Q3 2020	431	587	275	25	1,324
Q4 2019	451	535	276	22	1,290
YOY	4%	20%	3%	14%	11%
Constant Currency ³	4%	22%	(1%)	10%	11%

Excluding Personal Capital and one-time U.S. credit in Q4 2019, Lifeco expenses up 4% YoY

- Reduced travel and training expenses across segments due to COVID-19
- Continued focus on expense efficiency and investments in digital and brand in Canada
- Excluding Personal Capital and Q4 2019 pension buyout credit, U.S. up 4% YoY
- Europe expenses steady YoY in constant currency
- Business growth and transaction expenses in CRS

1. Lifeco totals include Lifeco corporate expenses.

2. Operating expenses is a non-IFRS measure and not directly comparable to similar measures used by other companies. Q4 2020 excludes pre-tax transaction costs (C\$59m) related to the acquisitions of Personal Capital and MassMutual's retirement services business. Q3 2020 excludes Personal Capital and MassMutual pre-tax transaction costs of C\$36m.

3. Constant currency is a non-IFRS measure. Refer to the discussion of this measure in the Company's Q4 2020 MD&A



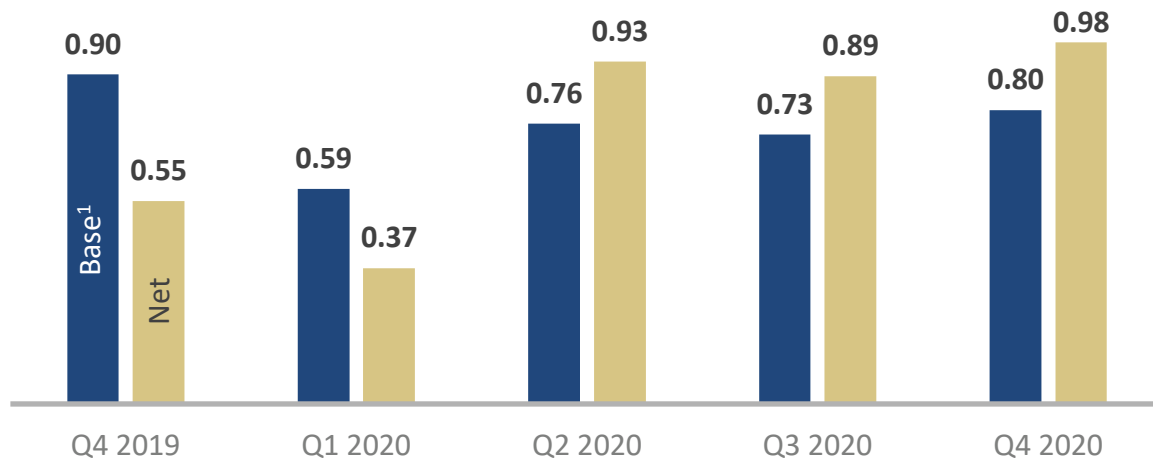
FINANCIAL HIGHLIGHTS

Garry MacNicholas

EVP & CFO
Great-West Lifeco

EARNINGS

Earnings per Share (C\$m)



Base Earnings¹ (C\$m)

	Canada	U.S.	Europe	CRS	(Base) ^{1,2} Lifeco	(Net) ² Lifeco
Q4 2020	348	90	195	124	741	912
Q3 2020	270	83	182	156	679	826
Q4 2019	274	89	317	157	831	513
YOY	27%	1%	(38%)	(21%)	(11%)	78%
Constant Currency ³	27%	3%	(41%)	(24%)	(12%)	76%

Canada

- Favourable experience in health, dental and LTD claims
- Yield enhancement gains

U.S.

- Up 1% YoY; excluding Personal Capital, up 8% YoY
- Business and market growth at Empower
- Higher performance fees and seed capital gains at Putnam

Europe

- European tax settlement of \$122m in Q4 2019
- Higher life claims offset by favourable morbidity and longevity experience

Capital & Risk Solutions

- Strong business growth
- Large longevity transaction in quarter with upfront strain versus new business gains on Q4 2019 transaction
- Higher life claims partly offset by favourable longevity experience

1. Base earnings and base earnings per share (EPS) are non-IFRS measures. Refer to the reconciliations to net earnings and earnings per share, respectively, in the Company's Q4 2020 MD&A.

2. Lifeco totals include Lifeco corporate earnings.

3. Constant currency is a non-IFRS measure. Refer to the discussion of this measure in the Company's Q4 2020 MD&A.

SOURCE OF EARNINGS [BASE]

(C\$m)	Canada	U.S.	Europe	CRS	Corp.	Q4/20 Total	Q3/20 Total	Q4/19 Total
Expected profit on in-force business	322	148	213	163	(4)	842	803	762
Impact of new business	2	(51)	3	(40)	-	(86)	(66)	(5)
Experience gains and losses	101	1	28	(6)	(7)	117	23	61
Earnings on surplus (incl. financing charges)	29	3	(16)	1	(11)	6	8	57
Base earnings before tax	454	101	228	118	(22)	879	768	875
Taxes	(77)	(24)	(29)	6	6	(118)	(46)	(9)
Base earnings before non-controlling interests & preferred dividends	377	77	199	124	(16)	761	722	866
Non-controlling interests & preferred dividends	(29)	13	(4)	-	-	(20)	(43)	(35)
Base earnings – common shareholders	348	90	195	124	(16)	741	679	831

Note: Base Earnings is a non-IFRS measure. Base earnings (loss) are defined as net earnings excluding the impact of actuarial assumption changes and other management actions, direct equity and interest rate market impacts on insurance and investment contract liabilities, net of hedging, and related deferred tax liabilities, and items that management believes are not indicative of the Company's underlying business results. These items would include restructuring costs, material legal settlements, material impairment charges related to goodwill and intangible assets, legislative tax changes and other tax impairments, and net gains, losses or costs related to the disposition or acquisition of a business.

EARNINGS RECONCILIATION

	Q4 2020		Q3 2020		Q4 2019	
	Post-Tax (C\$m)	Per Share (C\$)	Post-Tax (C\$m)	Per Share (C\$)	Post-Tax (C\$m)	Per Share (C\$)
Base earnings¹	741	0.80	679	0.73	831	0.90
Items excluded from base earnings						
Actuarial assumption changes and other management actions	(23)	(0.03)	66	0.07	(78)	(0.09)
Market-related impacts on liabilities and taxes	(31)	(0.03)	18	0.02	(13)	(0.01)
Net gain/charge on business dispositions ²	143	0.15	94	0.10	8	0.01
Personal Capital and MassMutual transaction costs	(47)	(0.05)	(31)	(0.03)	-	-
Revaluation of U.S. deferred tax asset	196	0.21	-	-	(199)	(0.22)
Restructuring and integration costs	(67)	(0.07)	-	-	(36)	(0.04)
Items excluded from base earnings¹	171	0.18	147	0.16	(318)	(0.35)
Net earnings – common shareholders	912	0.98	826	0.89	513	0.55

1. Base earnings and base earnings per share (EPS) are non-IFRS measures. Refer to the reconciliations to net earnings and earnings per share, respectively, in the Company's Q4 2020 MD&A.

2. Gain on business disposition in Q4 2020 relates to sale of GLC Asset Management, net of restructuring costs. Gain on business disposition in Q3 2020 relates to sale of IPSI. Gain on business disposition in Q4 2019 relates to the sale of a heritage block of individual policies to Scottish Friendly.

SOURCE OF EARNINGS [NET]

(C\$m)	Canada	U.S.	Europe	CRS	Corp.	Q4/20 Total	Q3/20 Total	Q4/19 Total
Expected profit on in-force business	322	148	213	163	(4)	842	803	762
Impact of new business	2	(51)	3	(40)	-	(86)	(66)	(5)
Experience gains and losses ¹	87	(1)	20	(6)	(7)	93	36	55
Management actions and changes in assumptions	(40)	(56)	83	42	-	29	132	(102)
Other	(68)	(42)	-	-	-	(110)	-	(52)
Earnings on surplus (incl. financing charges)	29	3	(16)	1	(11)	6	8	57
Net earnings before tax	332	1	303	160	(22)	774	913	715
Taxes ²	(3)	194	(46)	7	6	158	(44)	(167)
Net earnings before non-controlling interests & preferred dividends	329	195	257	167	(16)	932	869	548
Non-controlling interests & preferred dividends	(29)	13	(4)	-	-	(20)	(43)	(35)
Net earnings – common shareholders	300	208	253	167	(16)	912	826	513
Base earnings	348	90	195	124	(16)	741	679	831

1. -\$24m pre-tax in experience gains and losses are excluded from base earnings in Q4 2020

2. +\$276m in taxes (including a U.S. deferred tax asset recovery of +\$196m) are excluded from base earnings in Q4 2020

SOURCE OF EARNINGS – ADDITIONAL DETAIL

Experience gains and losses

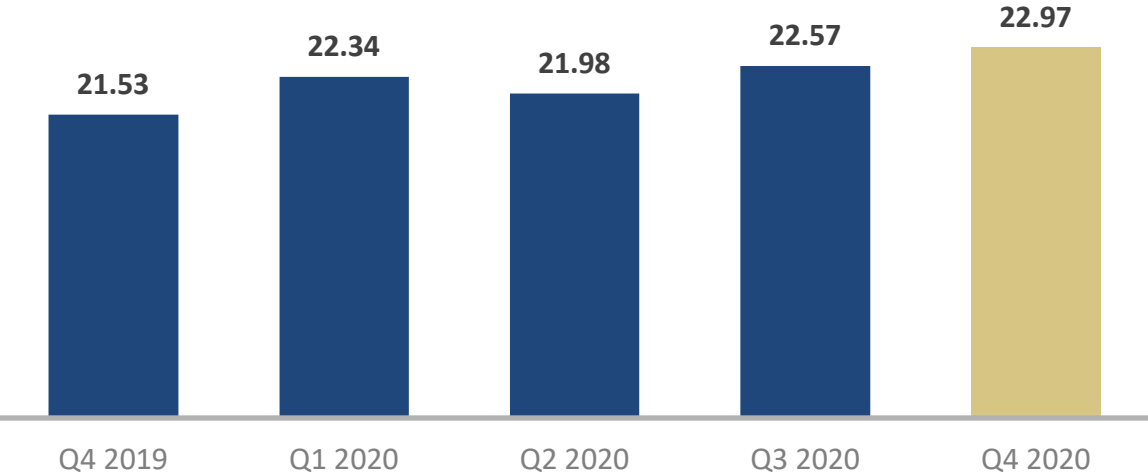
For three months ended Dec. 31/20 (C\$m)	Pre-Tax	Post-Tax
Yield enhancement	121	99
Market related impact on liabilities	(24)	(19)
Mortality / longevity / morbidity	91	81
Expenses and Fees	(65)	(54)
Credit related	5	3
Other	(35)	(33)
Total experience gains / losses	93	77

Management actions and changes in assumptions

For three months ended Dec. 31/20 (C\$m)	Pre-Tax	Post-Tax
Gain on Sale of GLC (before restructuring costs)	159	159
Transaction costs related to the acquisition of Personal Capital and MassMutual	(59)	(47)
Updated Policyholder behavior assumptions in Canada	(273)	(201)
Longevity Review	115	108
Other	87	70
Total management actions and changes in assumptions	29	89

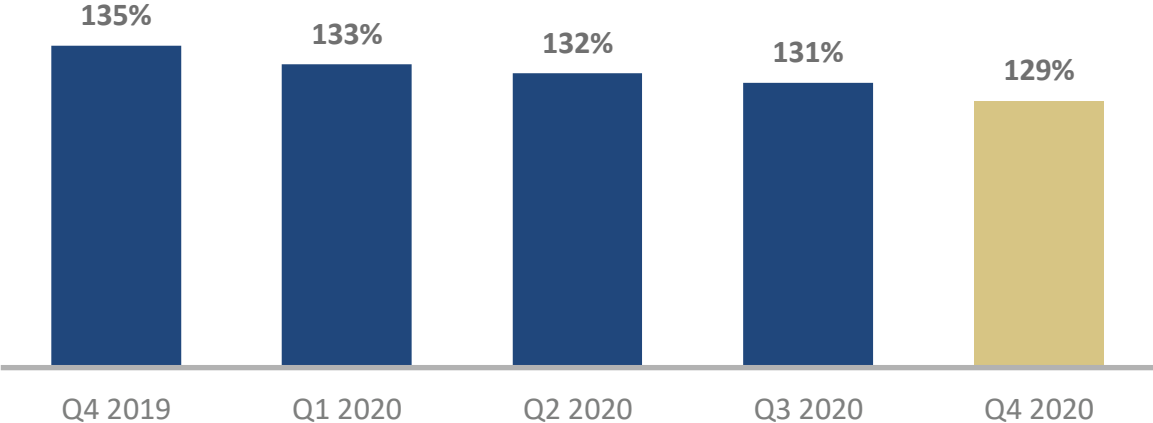
BOOK VALUE PER SHARE AND LICAT

Book Value per Share (C\$)



- Retained earnings drove BVPS growth of 7% YoY and 2% QoQ

LICAT Ratio



- LICAT ratio at 129%, down 2 points from Q3 2020
 - Continued phase-in of the new most adverse LICAT scenario
 - Growth in asset-related capital requirements from increased NFI investments and market appreciation
- Lifeco cash \$0.9b at Q4 2020 (not included in LICAT)



Looking ahead...

Continued vigilance around COVID-19

Successful integration of acquired businesses

Capitalize on strategic initiatives and investments



QUESTIONS



APPENDIX

SOURCE OF EARNINGS [BASE] – ANNUAL

(C\$m)	Canada	U.S.	Europe	CRS	Corp.	2020 YTD Total	2019 YTD Total
Expected profit on in-force business	1,241	447	808	628	(18)	3,106	2,952
Impact of new business	(43)	(164)	(71)	(29)	-	(307)	(108)
Experience gains and losses	253	21	28	(77)	(10)	215	174
Earnings on surplus (incl. financing charges)	86	39	(15)	26	(16)	120	159
Base earnings before tax	1,537	343	750	548	(44)	3,134	3,177
Taxes	(217)	(61)	(41)	(12)	10	(321)	(335)
Base earnings before non-controlling interests & preferred dividends	1,320	282	709	536	(34)	2,813	2,842
Non-controlling interests & preferred dividends	(114)	(9)	(21)	-	-	(144)	(138)
Base earnings – common shareholders	1,206	273	688	536	(34)	2,669	2,704

Note: Base Earnings is a non-IFRS measure. Base earnings (loss) are defined as net earnings excluding the impact of actuarial assumption changes and other management actions, direct equity and interest rate market impacts on insurance and investment contract liabilities, net of hedging, and related deferred tax liabilities, and items that management believes are not indicative of the Company's underlying business results. These items would include restructuring costs, material legal settlements, material impairment charges related to goodwill and intangible assets, legislative tax changes and other tax impairments, and net gains, losses or costs related to the disposition or acquisition of a business.

SOURCE OF EARNINGS [NET] – ANNUAL

(C\$m)	Canada	U.S.	Europe	CRS	Corp.	2020 Total	2019 Total
Expected profit on in-force business	1,241	447	808	628	(18)	3,106	2,952
Impact of new business	(43)	(164)	(71)	(29)	-	(307)	(108)
Experience gains and losses ¹	183	(5)	(59)	(77)	(10)	32	108
Management actions and changes in assumptions ¹	(106)	(43)	304	65	-	220	104
Other	(68)	(42)	-	-	-	(110)	(254)
Earnings on surplus (incl. financing charges)	86	39	(15)	26	(16)	120	159
Net earnings before tax	1,293	232	967	613	(44)	3,061	2,961
Taxes ¹	(109)	157	(33)	1	10	26	(464)
Net earnings before non-controlling interests & preferred dividends	1,184	389	934	614	(34)	3,087	2,497
Non-controlling interests & preferred dividends	(114)	(9)	(21)	-	-	(144)	(138)
Net earnings – common shareholders	1,070	380	913	614	(34)	2,943	2,359
Base earnings	1,206	273	688	536	(34)	2,669	2,704

1. Items excluded from base earnings in 2020 include -\$183m pre-tax in experience gains and losses; +\$220m pre-tax management actions and changes in assumptions of which +\$159m is related to the gain on the sale of GLC in Canada, -\$95 is related to Personal Capital and MassMutual transaction costs in the US and +\$95m is related to the IPSI sale in Europe; -\$110m pre-tax in Other related to restructuring and integration costs in Canada and the US; +\$347m in taxes including a Putnam tax write-up (+\$196m).

CANADA

(In C\$m)	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YoY
Sales						
Individual Insurance	128	118	98	76	116	(9%)
Individual Wealth	2,590	2,784	1,679	1,852	2,818	9%
Individual Total	2,718	2,902	1,777	1,928	2,934	8%
Group Insurance	102	118	75	109	111	9%
Group Wealth	789	612	538	483	684	(13%)
Group Total	891	730	613	592	795	(11%)
Total	3,609	3,632	2,390	2,520	3,729	3%
Fee and Other Income						
Individual Customer	258	246	233	251	251	(3%)
Group Customer	184	179	163	179	195	6%
Corporate	15	15	14	15	15	0%
Total	457	440	410	445	461	1%
Operating Expenses						
Individual Customer	206	202	188	191	204	(1%)
Group Customer	225	230	208	226	238	6%
Corporate	20	21	15	14	29	45%
Total	451	453	411	431	471	4%

CANADA

(In C\$m)	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YoY
Individual Customer						
Base Earnings	143	138	159	123	132	(8%)
Items excluded from Base Earnings	(56)	(126)	36	(4)	(141)	
Net Earnings	87	12	195	119	(9)	
Group Customer						
Base Earnings	144	143	195	134	205	42%
Items excluded from Base Earnings	(30)	4	2	-	(16)	
Net Earnings	114	147	197	134	189	66%
Corporate						
Base Earnings	(13)	(8)	(39)	13	11	
Items excluded from Base Earnings	-	-	-	-	109	
Net Earnings	(13)	(8)	(39)	13	120	
Canada Totals						
Base Earnings	274	273	315	270	348	27%
Items excluded from Base Earnings	(86)	(122)	38	(4)	(48)	
Net Earnings	188	151	353	266	300	60%

Note: Base Earnings is a non-IFRS measure. Base earnings (loss) are defined as net earnings excluding the impact of actuarial assumption changes and other management actions, direct equity and interest rate market impacts on insurance and investment contract liabilities, net of hedging, and related deferred tax liabilities, and items that management believes are not indicative of the Company's underlying business results. These items would include restructuring costs, material legal settlements, material impairment charges related to goodwill and intangible assets, legislative tax changes and other tax impairments, and net gains, losses or costs related to the disposition or acquisition of a business.

UNITED STATES¹

(In US\$m)	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YoY
Sales						
Empower Retirement	11,968	25,060	5,196	6,692	6,983	(42%)
Personal Capital	-	-	-	542	1,168	
Total	11,968	25,060	5,196	7,234	8,151	(32%)
Putnam Sales	12,108	14,664	15,111	13,809	12,957	7%
Fee and Other Income						
Empower Retirement	279	275	262	281	294	5%
Personal Capital	-	-	-	13	28	
Other	6	4	4	3	7	17%
Putnam	229	218	203	226	252	10%
Total	514	497	469	523	581	13%
Operating Expenses						
Empower Retirement	251	238	229	240	261	4%
Personal Capital	-	-	-	19	37	
Other ¹	(13)	11	11	12	20	
Putnam	167	176	163	169	175	5%
U.S. Corporate ²	1	-	-	28	47	
Total	406	425	403	468	540	33%

1. Other expenses include a US\$28m credit resulting from a GWF pension buyout in Q4 2019

2. U.S. Corporate includes Personal Capital and MassMutual transaction costs of US\$27m in Q3 2020 and Personal Capital and MassMutual transaction costs of US\$46m in Q4 2020

UNITED STATES

(In US\$m)	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YoY
Empower Retirement						
Base Earnings	54	40	48	58	56	4%
Items excluded from Base Earnings	23	(9)	(4)	29	-	
Net Earnings	77	31	44	87	56	(27%)
Personal Capital						
Base Earnings	-	-	-	(5)	(5)	
Items excluded from Base Earnings	-	-	-	-	(2)	
Net Earnings	-	-	-	(5)	(7)	
Other						
Base Earnings	3	2	5	3	(2)	
Items excluded from Base Earnings	(4)	-	-	(1)	1	
Net Earnings	(1)	2	5	2	(1)	
Putnam						
Base Earnings	13	(31)	9	10	26	100%
Net Earnings	13	(31)	9	10	26	100%
Corporate						
Base Earnings	(2)	2	(1)	(3)	(7)	
Items excluded from Base Earnings	(179)	-	-	(24)	92	
Net Earnings	(181)	2	(1)	(27)	85	
U.S. Totals						
Base Earnings	68	13	61	63	68	0%
Items excluded from Base Earnings	(160)	(9)	(4)	4	91	
Net Earnings	(92)	4	57	67	159	

Note: Base Earnings is a non-IFRS measure. Base earnings (loss) are defined as net earnings excluding the impact of actuarial assumption changes and other management actions, direct equity and interest rate market impacts on insurance and investment contract liabilities, net of hedging, and related deferred tax liabilities, and items that management believes are not indicative of the Company's underlying business results. These items would include restructuring costs, material legal settlements, material impairment charges related to goodwill and intangible assets, legislative tax changes and other tax impairments, and net gains, losses or costs related to the disposition or acquisition of a business.

EUROPE

(In C\$m)	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YoY
Sales						
U.K	1,027	1,102	1,059	672	1,469	43%
Germany	146	86	81	80	135	(8%)
Ireland	1,067	1,587	747	1,022	1,112	4%
Ireland Investment Only	4,326	6,893	5,254	3,539	4,158	(4%)
Total	6,566	9,668	7,141	5,313	6,874	5%
Fee and Other Income						
U.K	63	39	44	42	43	(32%)
Germany	109	105	111	111	119	9%
Ireland	229	189	185	189	189	(17%)
Corporate ¹	(24)	-	-	-	-	
Total	377	333	340	342	351	(7%)
Operating Expenses						
U.K	80	79	83	85	77	(4%)
Germany	39	35	36	37	40	3%
Ireland	152	166	160	151	163	7%
Corporate	5	3	4	2	5	0%
Total	276	283	283	275	285	3%

1. Europe fee income includes (\$24m) in the corporate segment as a result of the Scottish Friendly transaction in Q4 2019.

EUROPE

(In C\$m)	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YoY
U.K.						
Base Earnings	233	72	88	78	96	(59%)
Items excluded from Base Earnings	(27)	19	21	(11)	60	
Net Earnings	206	91	109	67	156	(24%)
Ireland						
Base Earnings	52	27	53	70	62	19%
Items excluded from Base Earnings	36	(43)	48	126	(8)	
Net Earnings	88	(16)	101	196	54	(39%)
Germany						
Base Earnings	34	36	41	37	41	21%
Items excluded from Base Earnings	1	(17)	5	19	6	
Net Earnings	35	19	46	56	47	34%
Corporate						
Base Earnings	(2)	(3)	(3)	(3)	(4)	
Items excluded from Base Earnings	8	-	-	-	-	
Net Earnings	6	(3)	(3)	(3)	(4)	
Europe Totals						
Base Earnings	317	132	179	182	195	(38%)
Items excluded from Base Earnings	18	(41)	74	134	58	
Net Earnings	335	91	253	316	253	(24%)

Note: Base Earnings is a non-IFRS measure. Base earnings (loss) are defined as net earnings excluding the impact of actuarial assumption changes and other management actions, direct equity and interest rate market impacts on insurance and investment contract liabilities, net of hedging, and related deferred tax liabilities, and items that management believes are not indicative of the Company's underlying business results. These items would include restructuring costs, material legal settlements, material impairment charges related to goodwill and intangible assets, legislative tax changes and other tax impairments, and net gains, losses or costs related to the disposition or acquisition of a business.

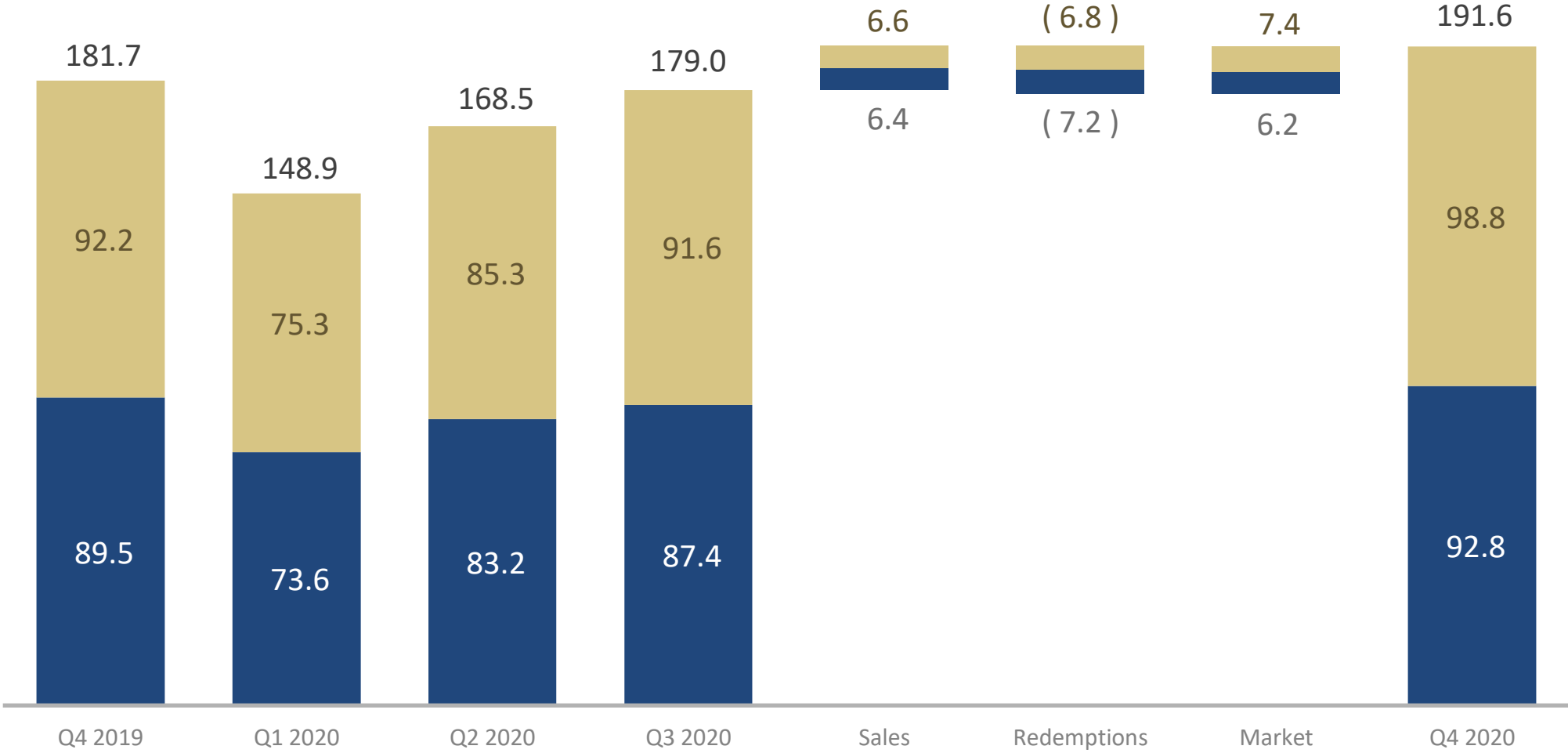
Capital and Risk Solutions

(In C\$m)	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	YoY
Operating Expenses						
Reinsurance	21	21	22	23	23	10%
Corporate & Par	1	2	2	2	2	
Total	22	23	24	25	25	14%
Reinsurance						
Base Earnings	162	120	138	157	124	(23%)
Items excluded from Base Earnings	(34)	(26)	50	11	47	
Net Earnings	128	94	188	168	171	34%
Corporate						
Base Earnings	(5)	(1)	(1)	(1)	-	
Items excluded from Base Earnings	(6)	-	-	-	(4)	
Net Earnings	(11)	(1)	(1)	(1)	(4)	
Capital and Risk Solutions Totals						
Base Earnings	157	119	137	156	124	(21%)
Items excluded from Base Earnings	(40)	(26)	50	11	43	
Net Earnings	117	93	187	167	167	43%

Note: Reinsurance premiums can vary significantly from period to period depending on the terms of underlying treaties. Earnings are not directly correlated to premiums received. Base earnings is a non-IFRS measure. Base earnings (loss) are defined as net earnings excluding the impact of actuarial assumption changes and other management actions, direct equity and interest rate market impacts on insurance and investment contract liabilities, net of hedging, and related deferred tax liabilities, and items that management believes are not indicative of the Company's underlying business results. These items would include restructuring costs, material legal settlements, material impairment charges related to goodwill and intangible assets, legislative tax changes and other tax impairments, and net gains, losses or costs related to the disposition or acquisition of a business.

PUTNAM – AUM AND FLOWS

(US\$b)

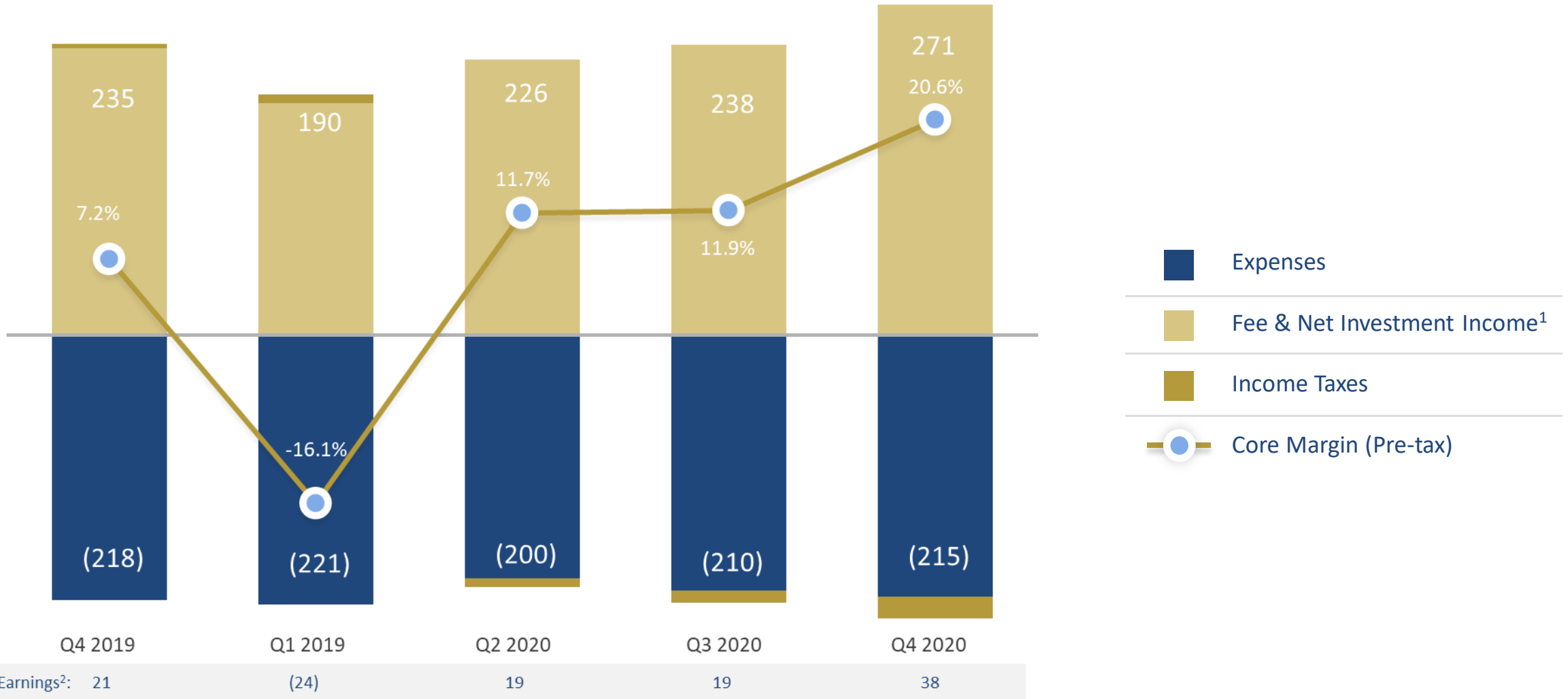


In-Qtr Avg. AUM:	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
	178.0	172.4	160.2	176.7	185.4

■ Mutual Funds ■ Institutional

PUTNAM – CORE NET EARNINGS

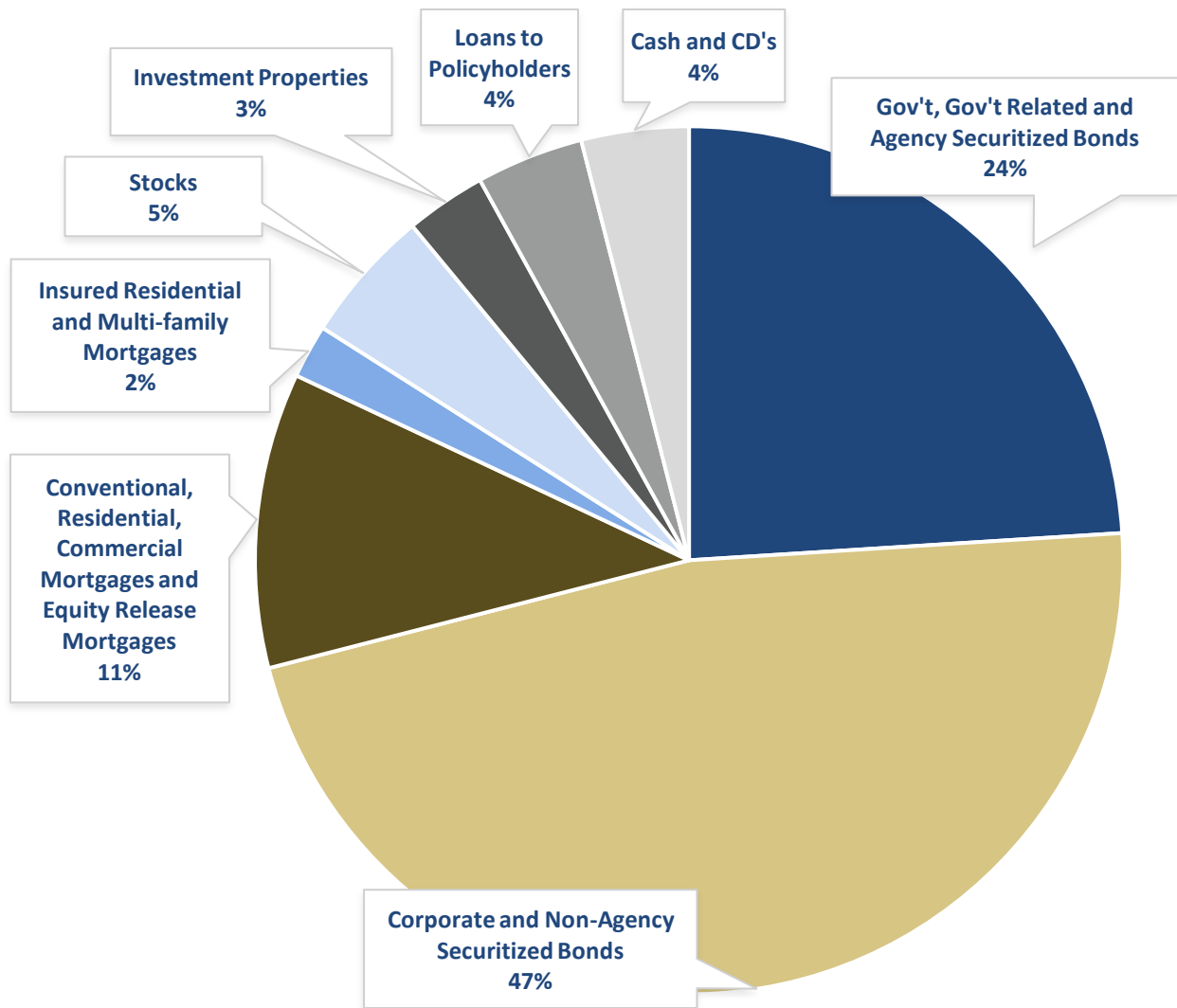
(US\$m)



1. Fee & net investment income includes US\$23m pre-tax (\$17m after tax) of institutional performance fees in Q4 2020.

2. Core net earnings (loss) (a non-IFRS financial measure) is a measure of the Asset Management business unit's performance. Core net earnings (loss) include the impact of dealer commissions and software amortization, and excludes the impact of corporate financing charges and allocations, certain tax adjustments and other non-recurring transactions. Please refer to Q4 2020 MD&A for reconciliation to net earnings (loss).

INVESTED ASSETS¹



Invested assets of \$214.9 billion

Diversified high quality portfolio:

Bonds represent 71%:

- 99% are investment grade
- 75% rated A or higher
- 86% of bond holdings are domiciled in Canada, the U.S. and the U.K.

Mortgage portfolio represents 13%:

- Well diversified by geography and property type
- Well seasoned, with minimal impairments; delinquencies > 90 days on non-impaired mortgages are negligible

Stocks represent 5%, mostly Canadian publicly traded

Investment Properties represent 3%:

- 58% in Canada / U.S.;
- 42% in U.K. / Europe
- Properties are unlevered
- U.K. / European properties benefit from long term lease contracts

1. At December 31, 2020; Includes certain funds held by ceding insurers (bonds and mortgages with a carrying value of \$15.9b)

LIFECO CONSOLIDATED BOND PORTFOLIO*

% of Invested Assets

Country of Domicile	Gov't, Gov't Related and Agency Securitized Bonds	Corporate and Non-Agency Securitized Bonds	Total Bonds
U.S.	3.4%	22.8%	26.2%
Canada	9.8%	9.6%	19.4%
U.K.	7.5%	7.8%	15.3%
Germany	1.3%	0.9%	2.2%
Ireland	0.3%	0.3%	0.6%
	22.3%	41.4%	63.7%
Europe Other	1.0%	3.6%	4.6%
All Other	1.1%	1.8%	2.9%
Total	24.4%	46.8%	71.2%

*Includes certain funds held by ceding insurers

LIFECO CONSOLIDATED BOND PORTFOLIO – BY RATING*

Rating	Total excluding MassMutual		MassMutual Acquired**		Total	
	\$m	%	\$m	%	\$m	%
AAA	21,968	16.7%	1,360	6.4%	23,328	15.3%
AA	36,764	27.9%	2,614	12.3%	39,378	25.7%
A	44,835	34.1%	6,435	30.2%	51,270	33.5%
BBB	27,421	20.8%	10,126	47.6%	37,547	24.6%
BB or Lower	696	0.5%	738	3.5%	1,434	0.9%
Total	131,684	100.0%	21,273	100.0%	152,957	100.0%

Note: In addition, \$2.9 billion of mortgages were acquired through the MassMutual transaction, with \$0.9 billion in multi-family and \$2.0 billion of commercial mortgages.

*Includes certain funds held by ceding insurers

**MassMutual bond portfolio composition includes government, government related and agency securitized of 9%, non-agency securitized of 12%, and corporates of 79%

CORPORATE AND NON-AGENCY SECURITIZED BONDS – SECTOR DIVERSIFICATION*

Corporates	% of Invested Assets
Electric Utilities	7.4%
Consumer Products	6.5%
Industrial Products	4.5%
Financial Services	3.8%
Banks	3.2%
Energy	3.0%
Transportation	3.0%
Real Estate	2.7%
Communications	2.0%
Other Utilities	1.4%
Gas Utilities	1.4%
Technology	1.3%
Auto & Auto Parts	1.0%
Total Corporates	41.2%

Non-Agency Securitized	% of Invested Assets
CMBS	1.9%
RMBS	0.1%
Other ABS	3.6%
Total Non-Agency Securitized	5.6%
Total Corporate and Non-Agency Securitized	46.8%

*Includes certain funds held by ceding insurers

UNITED KINGDOM PROPERTY RELATED EXPOSURES

Mortgages

(C\$m) Carrying Value

City/Region	Property Type						Total	% of Lifeco IA
	Multi Family	Retail	Office	Industrial	Equity Release	Other		
Central London	419	895	1,001	36	265	81	2,697	1.3%
Other United Kingdom	300	538	448	904	1,755	460	4,405	2.0%
Total United Kingdom	719	1,433	1,449	940	2,020	541	7,102	3.3%
% of Total	10.1%	20.2%	20.4%	13.2%	28.5%	7.6%		
% of IA	0.3%	0.7%	0.7%	0.4%	0.9%	0.3%		

- Mortgage holdings in the United Kingdom totaled \$7.1 billion (3.3% of invested assets). Conventional mortgages, which exclude equity release mortgages, are well diversified by property type, with a weighted average LTV of 51%, a weighted average DSCR of 2.6, and a weighted average lease term exceeding 11 years. Equity release mortgages have a weighted average LTV of 26%.
- Central London mortgage holdings totaled \$2.7 billion (1.3% of invested assets), with office holdings totaling \$1.0 billion (0.5% of invested assets). Central London conventional mortgage weighted average LTV is 43% and Central London office weighted average LTV is 47%.

UNITED KINGDOM PROPERTY RELATED EXPOSURES

Investment Properties

(C\$m) Carrying Value

City/Region	Property Type					Total	% of Lifeco IA
	Multi Family	Retail	Office	Industrial	Other		
Central London	-	29	309	-	43	381	0.2%
Other United Kingdom	-	772	328	812	296	2,208	1.0%
Total United Kingdom	-	801	637	812	339	2,589	1.2%
% of Total	-	30.9%	24.6%	31.4%	13.1%		
% of IA	-	0.4%	0.3%	0.4%	0.1%		

- Investment property holdings in the United Kingdom totaled \$2.6 billion (1.2% of invested assets). Property holdings are well diversified by property type, with a weighted average lease term of 11 years.
- Central London property holdings are primarily office properties and totaled \$0.4 billion (0.2% of invested assets).

UNITED KINGDOM PROPERTY RELATED EXPOSURES

Retail Mortgages and Investment Properties

(C\$m) Carrying Value

Retail Property Category

Invested Asset Type	Warehouse, Distribution, and Other	Shopping Centres and Department Stores	Grocery	Total	% of Lifeco IA	Retail LTV
Pre-2009 Mortgages	141	95	128	364	0.2%	81%
Post-2008 Mortgages	735	252	82	1,069	0.5%	40%
Total Mortgages	876	347	210	1,433	0.7%	51%
Total Investment Properties	348	178	275	801	0.4%	
Total	1,224	525	485	2,234	1.1%	
% of Total	54.8%	23.5%	21.7%			
% of IA	0.6%	0.3%	0.2%			

- Retail mortgage and investment property holdings in the United Kingdom totaled \$2.2 billion (1.1% of invested assets). Retail mortgage weighted average LTV is 51%.
- Mortgage underwriting standards changed significantly after the financial crisis, with lower LTVs and a greater focus on asset diversification. Pre-2009 mortgage holdings totaled \$0.4 billion, with Shopping Centres and Department Stores totaling \$0.1 billion.
- High Street retailers, included under Shopping Centres and Department Stores, comprise 0.2% of invested assets

CURRENCY (RELATIVE TO C\$)

Income & Expenses

	US\$	£	€
Q4 2020	1.30	1.72	1.55
Q3 2020	1.33	1.72	1.56
Q2 2020	1.39	1.72	1.53
Q1 2020	1.34	1.72	1.48
Q4 2019	1.32	1.7	1.46

Balance Sheet

	US\$	£	€
Q4 2020	1.27	1.74	1.55
Q3 2020	1.33	1.72	1.56
Q2 2020	1.36	1.68	1.52
Q1 2020	1.4	1.74	1.55
Q4 2019	1.3	1.72	1.46