

## GREAT-WEST LIFECOINC. VIRTUAL AGM USER GUIDE

#### **Getting Started**

This year's annual and special meeting will be held electronically. You can participate online using your smartphone, tablet or computer.

By participating online, you will be able to listen to a live webcast of the meeting, ask written questions during the meeting and submit your votes in real time, provided that you are connected to the internet.

As usual, you may also provide voting instructions before the meeting by completing the form of proxy or voting information form that has been provided to you. Please refer to the "Voting by Proxy" section in the Management Proxy Circular for further details.

By logging in to the virtual meeting with your control number, you will be revoking any previously submitted proxies. However, you will have the opportunity to vote online on the matters put forth at the meeting. If you do not wish to revoke previously submitted proxies, enter the meeting as a "guest" (in which case you do not need your control number).

### Important Notice for Non-Registered Holders:

If you are a non-registered shareholder (a shareholder who holds their shares through a broker, investment dealer, bank, trust company, custodian, nominee or other intermediary) and wish to attend and participate at the meeting, you should carefully follow the instructions set out on your voting instruction form and in the "Voting by Proxy" section of the Management Proxy Circular, in order to appoint and register yourself as proxyholder. Nonregistered shareholders who have not duly appointed themselves as proxyholder may attend the meeting as guests, but will not be able to vote or ask questions during the meeting.

If you are a non-registered shareholder located in the United States, you also need to obtain a valid legal proxy from your intermediary.

### In order to participate online:

#### Before the meeting:

- Check that your browser for whichever device you are using is compatible. Visit web.lumiagm.com/245877330 on your smartphone, tablet or computer. You will need the latest version of Chrome, Safari, Edge or Firefox. PLEASE DO NOT USE INTERNET EXPLORER.
- 2. All shareholders MUST register any 3rd party appointments at www.computershare.com/GWOQ. Failure to do so will result in the appointee not receiving login credentials.

Gather the information you need to access the online meeting:

#### Meeting ID: 245-877-330

#### Password: agm2021 (case sensitive)

To log in, you must have the following information:

#### **Registered Holders**

Click "Shareholder/Policyholder" and enter the 15 digit control number provided on your form of proxy provided by Computershare, which constitutes your username.

#### Appointed Proxyholder

Click "Shareholder/Policyholder" and enter the username provided by Computershare via email, provided your appointment has been registered.

#### Guests

You can also attend as a guest by clicking "Guest" and completing the online form. Guests can listen to the meeting, but cannot vote or ask questions.

### You will be able to log into the site from 10:00AM ET on May 6, 2021.





## NAVIGATION

When successfully authenticated, the info screen *i* will be displayed. You can view company information, ask questions and watch the webcast.

If you would like to listen to the live webcast press the broadcast icon.  $\bigodot$ 

If viewing on a computer, the webcast will appear at the side automatically once the meeting has started.





# TO VOTE

When the Chair declares the ballot open:

- >> A voting icon will appear on your device and the resolution will be displayed.
- >> To vote, tap one of the voting options. Your response will be highlighted.

To change your vote, simply select another direction. If you wish to cancel your vote, please press Cancel.

Please ensure that you are connected to the internet at all times to be able to vote. If you are not connected, your vote will not be recorded. It is your responsibility to ensure you stay connected for the duration of the meeting.

NOTE: On some devices, in order to vote, you may need to minimize the webcast by selecting the arrow in the broadcast bar. Audio will still be available. To return to the webcast after voting, select the arrow again.



# QUESTIONS

Only registered shareholders or appointed proxyholders may ask written questions during the meeting.

If you would like to ask a question, select the messaging icon



Once you are happy with your message click the send button. Confirmation that your message has been received will appear.







A confirmation message will appear to show your vote has been received. **For - Vote received**