

## About Canada Life

Part of Great West Lifeco which has operations in Canada, the US, Europe and Asia through The Great-West Life Assurance Company, London Life Insurance Company, The Canada Life Assurance Company, Great-West Life & Annuity Insurance Company and Putnam Investments, LLC.

Great-West Lifeco and its companies have \$713 billion in assets under administration, and are members of the Power Financial Corporation group of companies.

**Market share** - The largest Group Life provider

in the UK with 26.5% market share by premium income. Second largest provider of Group Income Protection (Disability) with 19.9% market share.

**Experience and expertise** – Over 40 years' experience in the group risk market. Specialists operating from one site with approximately 280 staff managing every aspect of a scheme, from quotations and customer service support to underwriting and claims.

Canada Life can cover Life and Disability for the Channel Islands (Jersey and Guernsey).

## Local strengths USPs

**Market leading technology** - CLASS, Canada Life's award winning online technology, is an end-to-end web portal offering sophisticated, advanced eReporting and eAdmin capability.

**Flexible and unique** - A bespoke and tailored approach to Income Protection Claims Management to suit individual needs. All schemes are offered regional Claims Management specialists and a dedicated support team.

**Innovative** - First to bring the innovative Best Doctors® service to the UK market. First to make BusinessCare, the essential service for

small businesses, integral to every Income Protection scheme. First to offer EAP and Best Doctors to all UK-based staff, including those not insured for Income Protection.

**Value for money** - Tailored products based on accurate risk assessment combined with additional services, giving outstanding value.

**Service** - Leading industry service standards with award-winning customer service and dedicated regional Account Managers.

### Facts & figures

- Insurope member since: 1995
- Financial Rating: AA by Standard & Poor's, Aa3 by Moody's, AA by Fitch and A+ by A.M. Best

### Average Turnaround Times

- General Questions: 5 Working Days
- Local Quote: 5 to 15 Working Days
- Annual Renewal: 5 Working Days
- Rate Review: 5 to 15 Working Days
- Death Claims: 3 Working Days
- Disability Claims: 8 Working Days
- Medical Claims: N/A

### Benefits

- Insurable Benefits: DL
- Poolable Benefits: DL

### Minimum lives criteria

- For a group quote: 5 employees
- For pooling contract: 20 employees

### Local contact information

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