



## Q1'24 financial & operating results

For the period ended March 31, 2024

Sun Life Financial Inc. (unaudited)



In this presentation, Sun Life Financial Inc. (“SLF” or “SLF Inc.”), its subsidiaries and, where applicable, its joint ventures and associates are collectively referred to as “we”, “us”, “our”, “Sun Life” and the “Company”. Reported net income (loss) refers to Common shareholders' net income (loss) determined in accordance with IFRS.

### **Forward-looking statements**

Certain statements in this presentation and certain oral statements made by senior management during the earnings conference call on May 10, 2024 (collectively, this “presentation”), including, but not limited to, statements that are not historical facts, are forward-looking and are subject to inherent risks, uncertainties and assumptions. The results or events predicted in these forward-looking statements may differ materially from actual results or events and we cannot guarantee that any forward-looking statement will materialize. Except as may be required by law, we do not undertake any obligation to update or revise any forward-looking statements made in this presentation.

### **Non-IFRS financial measures**

The Company prepares its financial statements in accordance with international financial reporting standards (“IFRS”). This presentation includes financial measures that are not based on IFRS (“non-IFRS financial measures”). The Company believes that these non-IFRS financial measures provide information that is useful to investors in understanding the Company’s performance and facilitate the comparison of the quarterly and full year results from period to period. These non-IFRS financial measures do not have any standardized meaning and may not be comparable with similar measures used by other companies. For certain non-IFRS financial measures, there are no directly comparable amounts under IFRS. These non-IFRS financial measures should not be viewed as alternatives to measures of financial performance determined in accordance with IFRS. For more information about these non-IFRS financial measures, refer to the Non-IFRS Financial Measures section on slide 20 and in our MD&A for the period ended March 31, 2024 (“Q1 2024 MD&A”) in section N – Non-IFRS Financial Measures.

### **Drivers of earnings**

Certain 2023 results in the Drivers of Earnings and Contractual Service Margin (“CSM”) Movement Analysis were refined to more accurately reflect how the business is managed. Drivers of earnings is used to identify the primary sources of gains or losses in each reporting period and is not an IFRS financial measure. Additional information concerning our drivers of earnings is included in our Q1 2024 MD&A in section N – Non-IFRS Financial Measures.

### **Additional information**

Additional information concerning forward-looking statements and non-IFRS financial measures is included at the end of this presentation.

### **Currency**

Unless otherwise noted, all amounts are in Canadian dollars.

### **Rounding**

Amounts in this presentation are impacted by rounding.



# Kevin Strain

President and Chief Executive Officer

# Q1 2024 financial highlights

*Delivering on our Purpose to help Clients achieve lifetime financial security and live healthier lives*

*Executing on our ambition to be one of the best asset management and insurance companies in the world*

## Profitability

*Underlying net income<sup>1</sup>*  
**\$875 M** (2)%

*Reported net income*  
**\$818 M** +1%

*Underlying EPS<sup>1</sup>*  
**\$1.50** (1)%

*Reported EPS*  
**\$1.40** +2%

*New business CSM<sup>1,2</sup>*  
**\$347 M** +50%

➤ *Announced 3 cent increase to quarterly common shareholder dividend*

## Financial Strength

*Underlying ROE<sup>1</sup>*  
**16.0%**

*Reported ROE<sup>1</sup>*  
**15.0%**

*SLF Inc. LICAT ratio<sup>3</sup>*  
**148%**

*Financial leverage ratio<sup>1</sup>*  
**21.1%**

*Total CSM*  
**12.1 B** +8%

## Growth

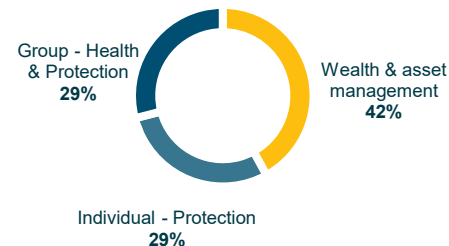
*Assets under management<sup>1</sup>*  
**\$1,470 B** +8%

*Group - Health & Protection sales<sup>1</sup>*  
**\$528 M** +4%

*Individual - Protection sales<sup>1</sup>*  
**\$757 M** +48%

## Diversified Business Mix<sup>4</sup>

*Year-to-date at March 31, 2024*



All results compared to Q1'23.

<sup>1</sup> Represents a non-IFRS financial measure. Refer to the Non-IFRS Financial Measures section in the appendix to these slides and Q1 2024 MD&A.  
Footnotes 2-4: Refer to slide 22.

# Progress on our Client Impact strategy

**Our Purpose:** Help Clients achieve lifetime financial security and live healthier lives

**Our Values:** Caring, Authentic, Bold, Inspiring, Impactful



**Our Ambition:** To be one of the best asset management and insurance companies in the world

## Improving access to care and helping Clients live healthier lives

- Strong demand for the *Canadian Dental Care Plan*, with 1.7 million Canadians signed up as of the end of April
- Launched our *Diabetes Care Program* as part of our online Lumino Health Pharmacy app in Canada, helping plan members achieve their diabetes goals
- Offering *Health Navigator*, a personal health care navigation and advisory service, powered by PinnacleCare, to the large employer group benefits market, helping members access the right medical diagnoses for their needs
- Became the first major group benefits provider to offer *Family Leave Insurance* in five U.S. states<sup>1</sup>

## Accelerating growth in Asia through distribution excellence and realizing value from strategic investments

- Achieved strong individual protection sales in Hong Kong, driven by broker relationships, contribution from our bancassurance partnership with Dah Sing Bank, and momentum from agency teams
- Sold 6.3% interest of Aditya Birla Sun Life Asset Management Company (“ABSLAMC”), generating a pre-tax gain of \$98 million<sup>2</sup>

## Thinking and acting more like a digital company, harnessing the power of Generative AI

- Leveraging GenAI to summarize complex medical records for PinnacleCare Clients and expected to reduce turnaround time from 14 days to 1 day, unlocking greater capacity to serve more Clients
- Experimenting with a GenAI chatbot in Sun Life Global Investments that provides faster responses to complex segregated fund inquiries and is projected to generate annual productivity savings of \$1 million

## Embracing our responsibility to create a more sustainable future

- Made several sustainable investments, including BentallGreenOak (“BGO”) completing Ontario's first all-electric net zero carbon industrial building, and InfraRed Capital Partners acquiring a portfolio of two operating, utility-scale renewable energy assets in the U.S.<sup>3</sup>
- BGO awarded 2024 ENERGY STAR® Partner of the Year-Sustained Excellence Award for 14<sup>th</sup> consecutive year<sup>4</sup>

Footnotes 1-4: Refer to slide 22.



# Tim Deacon

Executive Vice President &  
Chief Financial Officer

# Q1 2024 results

Profitability (\$ millions)	Q1'24	Q1'23	Change
Wealth & asset management	408	411	(1)%
Group - Health & Protection	280	303	(8)%
Individual - Protection	278	291	(4)%
Corporate expenses & other	(91)	(110)	+17%
Underlying net income <sup>1</sup> (\$ millions)	875	895	(2)%
Reported net income (\$ millions)	818	806	+1%

Growth	Q1'24	Q1'23	Change
Net wealth sales & asset management net flows <sup>1</sup> (\$ billions)	(10.0)	(1.8)	(8.2) B
Total AUM <sup>1</sup> (\$ billions)	1,470	1,364	+8%
Group sales <sup>1</sup> (\$ millions)	528	509	+4%
Individual sales <sup>1</sup> (\$ millions)	757	511	+48%
New business CSM <sup>1,2</sup> (\$ millions)	347	232	+50%

Financial strength	Q1'24	Q4'23	Change
SLF Inc. LICAT ratio <sup>3</sup> (%)	148	149	(1) pp
SLA LICAT ratio <sup>3,4</sup> (%)	142	141	+1 pp
Financial leverage ratio <sup>1</sup> (%)	21.1	21.5	(0.4) pp
Book value per share (\$)	37.41	36.51	+2.5%

<sup>1</sup> Represents a non-IFRS financial measure. Refer to the Non-IFRS Financial Measures section in the appendix to these slides and in our Q1 2024 MD&A.

Footnotes 2-6: Refer to slide 22.

## Results Highlights

### Mixed operating results; business fundamentals remain solid

- **Wealth & asset management:** flat y/y as higher fee income driven by higher AUM offset by higher compensation expenses and lower net seed income
- **Group - Health & Protection:** solid revenue growth in Canada and the U.S. more than offset by less favourable morbidity experience and lower U.S. Dental results due to Medicaid redeterminations
- **Individual - Protection:** business growth in Asia more than offset by the sale of Sun Life UK<sup>5</sup>
- **Corporate expenses & other:** includes lower financing costs

### Total AUM<sup>1</sup> up 8% due to market appreciation, partially offset by net outflows

### Total insurance sales up 26% y/y

- Individual sales up 48% y/y primarily from higher sales in Hong Kong
- Group sales up 4% y/y driven by large case sales in Canada, partially offset by lower U.S. Dental sales

### New business CSM up 50% y/y driven by strong sales performance in Hong Kong

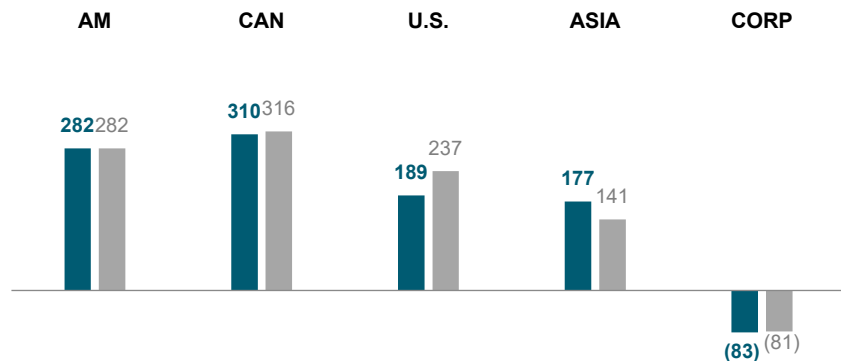
### Strong capital position

- SLF LICAT of 148%, down one percentage point q/q, which included the impact of share buybacks
- Low financial leverage ratio of 21.1%
- \$1.5 billion in holdco cash<sup>1,6</sup>

# Q1 2024 results

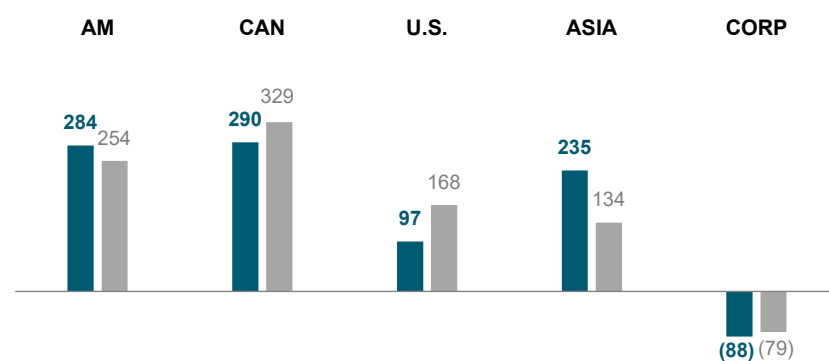
## Underlying net income<sup>1</sup> (\$ millions)

Impact of currency translation decreased underlying net income by \$4M<sup>2</sup>



## Reported net income (\$ millions)

Impact of currency translation decreased reported net income by \$2M<sup>2</sup>



■ Q1'24 ■ Q1'23

### Year-over-year growth

AM	CAN	U.S.	ASIA	CORP
0%	(2)%	(20)%	+26%	(83)
+12%	(12)%	(42)%	+75%	(88)

### Constant currency<sup>2</sup> year-over-year growth

AM	CAN	U.S.	ASIA	CORP
0%	(2)%	(20)%	+27%	(83)
+12%	(12)%	(42)%	+77%	(88)

<sup>1</sup> Represents a non-IFRS financial measure. Refer to the Non-IFRS Financial Measures section in the appendix to these slides and in our Q1 2024 MD&A.

<sup>2</sup> Percentage changes are reported on a constant currency basis, which excludes the impacts of foreign exchange translation.



# MFS: A global leader in public asset management

## Business Group Results (US\$)

Profitability	Q1'24	Q1'23	Change
Underlying net income <sup>1</sup> (\$ millions)	189	188	+1%
Reported net income (\$ millions)	180	200	(10)%
Pre-tax net operating margin <sup>1,2</sup> (%)	37.2	36.8	+0.4 pp
Total revenue (\$ millions)	817	767	+7%
Expenses (\$ millions)	567	519	+9%

Growth	Q1'24	Q1'23	Change
Total net flows <sup>1</sup> (\$ billions)	(8.6)	(4.3)	(4.4) B
Institutional net flows <sup>1</sup> (\$ billions)	(2.9)	(2.4)	(0.5) B
Retail net flows <sup>1</sup> (\$ billions)	(5.7)	(1.8)	(3.9) B
Total assets under management <sup>1</sup> (\$ billions)	630	570	+10%
Institutional AUM <sup>1</sup> (\$ billions)	207	190	+9%
Retail AUM <sup>1</sup> (\$ billions)	423	381	+11%
Average net assets (ANA) <sup>1</sup> (\$ billions)	609	566	+8%

## Quarterly Highlights (US\$)

- Underlying net income in-line with prior year as higher fee income from ANA growth was offset by higher expenses, including fair value changes in management's participation in MFS shares
- Reported net income down 10% y/y driven by the impact of fair value changes of shares owned by management
- Pre-tax net operating profit margin of 37.2% was in-line with prior year; down 2.2 percentage points from prior quarter due to seasonal compensation expenses
- Ending AUM of \$630 billion up 10% y/y reflecting market appreciation, partially offset by net outflows; up 5% q/q
- Long-term retail fund performance remains good with 97% and 53% of fund assets ranked in the top half of their respective Morningstar categories based on 10- and 5-year performance, respectively

<sup>1</sup> Represents a non-IFRS financial measure. Refer to the Non-IFRS Financial Measures section in the appendix to these slides and in our Q1 2024 MD&A.

<sup>2</sup> Pre-tax gross operating margin was 33.3% in Q1 2024 and 32.8% in Q1 2023.

# SLC Management: Growing a premier alternatives platform

## Business Group Results

Profitability	Q1'24	Q1'23	Change
Fee-related earnings <sup>1</sup> (\$ millions)	69	68	+1%
Pre-tax fee-related earnings margin <sup>1,2</sup> (%)	23.9	24.3	(0.4) pp
Pre-tax net operating margin <sup>1,2</sup> (%)	21.8	20.6	+1.2 pp
Underlying net income <sup>1</sup> (\$ millions)	28	28	0%
Reported net income (\$ millions)	42	(17)	nm

Growth	Q1'24	Q1'23	Change
Total assets under management <sup>1,3</sup> (\$ billions)	226	218	+4%
Total AUM net flows <sup>1</sup> (\$ billions)	1.5	3.2	(1.7) B
Assets under administration <sup>1</sup> (\$ billions)	11.2	50.1	(78)%
Fee-earning AUM <sup>1</sup> (\$ billions)	179	172	+4%
Fee-earning AUM net flows <sup>1</sup> (\$ billions)	2.9	2.5	+0.4 B
AUM not yet earnings fees <sup>1</sup> (\$ billions)	21.4	20.8	+3%
Capital raising <sup>1</sup> (\$ billions)	3.5	2.3	+1.3 B
Deployment <sup>1</sup> (\$ billions)	5.6	6.0	(0.4) B

"nm" - not meaningful

<sup>1</sup> Represents a non-IFRS financial measure. Refer to the Non-IFRS Financial Measures section in the appendix to these slides and in our Q1 2024 MD&A.

<sup>4</sup> This statement is a forward-looking statement within the meaning of applicable securities laws. For more information, refer to "Forward-looking Statements" and "Risk Factors" on slide 21.

Footnotes 2-3: refer to slide 22.

## Quarterly Highlights

- Underlying net income in-line with prior year as fee-related earnings growth was offset by lower net seed investment income during Q1
- Fee-related earnings up 1% y/y on higher AUM, reflecting strong capital raising and deployment, partially offset by higher expenses
- FRE margin flat y/y; net operating margin up one percentage point y/y
- Reported net income higher y/y driven by a gain on the early termination of a distribution agreement
- Fee-earning AUM increased 4% y/y driven by continued capital deployment and favourable asset value changes
- AUM not yet earning fees can generate annualized fee-related revenue of more than \$180 million, once invested<sup>4</sup>

# Canada: A leader in health, wealth, and insurance

## Business Group Results

Profitability	Q1'24	Q1'23	Change
Wealth & asset management (\$ millions)	109	114	(4)%
Group - Health & Protection (\$ millions)	114	95	+20%
Individual - Protection (\$ millions)	87	107	(19)%
Underlying net income <sup>1</sup> (\$ millions)	310	316	(2)%
Reported net income (\$ millions)	290	329	(12)%
Underlying ROE <sup>1</sup> (%)	19.2	18.3	+0.9 pp
Reported ROE <sup>1</sup> (%)	17.9	19.1	(1.2) pp

Growth	Q1'24	Q1'23	Change
Net wealth sales & AM net flows <sup>1</sup> (\$ millions)	(220)	76	(296) M
Wealth & asset management AUM <sup>1,2</sup> (\$ billions)	173	159	+9%
Group - Health & Protection sales <sup>1</sup> (\$ millions)	311	145	+114%
Group - Health & Protection net premiums <sup>1</sup> (\$ millions)	1,732	1,605	+8%
Group - Health & Protection fee income (\$ millions)	111	93	+19%
Individual - Protection sales <sup>1</sup> (\$ millions)	130	136	(4)%

<sup>1</sup> Represents a non-IFRS financial measure. Refer to the Non-IFRS Financial Measures section in the appendix to these slides and in our Q1 2024 MD&A.

<sup>2</sup> Wealth AUM includes General fund assets, Segregated fund assets and Third-party AUM, excluding Third-party mutual funds assets.

## Quarterly Highlights

- Underlying net income down 2% y/y as strong insurance business growth was more than offset by lower net investment results
- **Wealth & asset management** earnings down on lower earnings on surplus
- **Group - Health & Protection** earnings reflect business growth and improved disability experience
  - Group sales up 114% y/y on higher large case sales
- **Individual - Protection** earnings down 19% y/y, which included unfavourable mortality experience
  - Individual sales down 4% on lower par product sales
- Reported net income down y/y from a prior year gain on sale of the sponsored markets business, partially offset by favourable change in net market-related impacts

# U.S.: A leader in health & benefits

## Business Group Results (US\$)

Profitability	Q1'24	Q1'23	Change
Group - Health & Protection (\$ millions)	124	154	(19)%
Individual - Protection <sup>1</sup> (\$ millions)	17	22	(23)%
Underlying net income <sup>2</sup> (\$ millions)	141	176	(20)%
Reported net income (\$ millions)	71	125	(43)%
Underlying ROE <sup>2</sup> (%)	12.0	14.8	(2.8) pp
Reported ROE <sup>2</sup> (%)	6.2	10.5	(4.3) pp

Growth	Q1'24	Q1'23	Change
Employee Benefits sales <sup>2</sup> (\$ millions)	71	70	+1%
Medical Stop-Loss sales <sup>2</sup> (\$ millions)	42	42	0%
Dental sales <sup>2,3</sup> (\$ millions)	29	138	(79)%
Net premiums <sup>2</sup> – GB & Dental (\$ millions)	1,985	1,912	+4%
Fee Income – GB & Dental (\$ millions)	84	80	+5%

## Quarterly Highlights (US\$)

- Underlying net income down 20% y/y
- Group - Health & Protection** earnings down 19% y/y on lower Dental results driven by the impact of Medicaid redeterminations as well as less favourable stop-loss experience
  - In the quarter, experience-related items included unfavourable dental experience and expense experience related to Medicaid redeterminations, partially offset by favourable stop-loss and group disability experience
  - Net premium and fee income growth driven by sustained business growth
  - Group sales down 43% y/y on lower sales in Dental due to several large institutional sales in Q1 2023
- Individual - Protection** results reflect unfavourable credit experience
- Reported net income lower y/y due to market-related impacts

<sup>1</sup> Effective Q2 2023, the UK payout annuities run-off business was moved from the Corporate business segment to the U.S. business segment upon the sale of Sun Life UK. For additional information, refer to Note 3 of our 2023 Annual Consolidated Financial Statements. Also, effective Q3 2023 the run-off reinsurance business was moved from the Corporate business segment to the U.S. business segment.

<sup>2</sup> Represents a non-IFRS financial measure. Refer to the Non-IFRS Financial Measures section in the appendix to these slides and in our Q1 2024 MD&A.

<sup>3</sup> Effective Q4 2023, prior period amounts related to sales in the U.S. Dental segment have been restated to reflect new information.

# Asia: A regional leader focused on fast-growing markets

## Business Group Results

Profitability	Q1'24	Q1'23	Change	CC <sup>1</sup>
Individual - Protection (\$ millions)	168	130	+29%	+30%
Wealth & asset management (\$ millions)	17	15	+13%	+13%
Regional Office expenses & other (\$ millions)	(8)	(4)	nm	nm
Underlying net income <sup>2</sup> (\$ millions)	177	141	+26%	+27%
Reported net income (\$ millions)	235	134	+75%	+77%
Underlying ROE <sup>2</sup> (%)	13.0	10.4	+2.6 pp	n/a
Reported ROE <sup>2</sup> (%)	17.3	9.9	+7.4 pp	n/a
Growth	Q1'24	Q1'23	Change	CC <sup>1</sup>
Net wealth sales & AM net flows <sup>2</sup> (\$ millions)	368	665	(297) M	(297) M
Wealth & asset management AUM <sup>2</sup> (\$ billions)	36.4	35.8	+1%	+2%
Individual - Protection sales <sup>2</sup> (\$ millions)	627	375	+67%	+69%
Total weighted premium income (TWPI) <sup>2</sup> (\$ millions)	1,568	1,351	+16%	+18%
New business CSM <sup>2,3</sup> (\$ millions)	230	102	+125%	+128%

## Quarterly Highlights (% in constant currency<sup>1</sup>)

- Underlying net income up 27% y/y on strong business growth
- New business CSM increased 128% y/y on sales growth, most notably in Hong Kong
- **Individual - Protection** earnings were up 30% y/y driven by business growth, favourable protection experience, and higher earnings on surplus
  - Individual sales up 69% y/y driven by strong sales in Hong Kong, partially offset by lower sales in China, Vietnam, and India
  - Total Weighted Premium Income up 18% y/y reflecting good in-force business growth
- Reported net income increase driven by gain on partial sale of ABSLAMC, partially offset by market-related impacts

<sup>1</sup> "nm" - not meaningful

<sup>2</sup> Percentage change is reported on a constant currency basis, which excludes the impacts of foreign exchange translation. Refer to the Non-IFRS Financial Measures section in the appendix to these slides and in our Q1 2024 MD&A.

<sup>3</sup> Represents a non-IFRS financial measure. Refer to the Non-IFRS Financial Measures section in the appendix to these slides and in our Q1 2024 MD&A.

<sup>4</sup> New business CSM represents growth from sales activity in the period, including individual protection sales (excluding joint ventures).

## Save the date

---

Sun Life Investor Day 2024  
November 13, 2024





## Appendix

---

# Drivers of earnings<sup>1</sup>

<b>Underlying drivers of earnings (DOE)</b>	Q1'24	Q4'23	Q1'23
\$ millions, pre-tax			
Risk adjustment release	101	106	95
Contractual service margin recognized for services provided	224	215	199
Expected earnings on short-term (group) insurance business	417	407	378
<b>Expected insurance earnings</b>	<b>742</b>	<b>728</b>	<b>672</b>
Impact of new insurance business	(14)	(15)	(12)
Experience gains (losses) <sup>2</sup>	(16)	56	16
<b>Total net insurance service result - Underlying</b>	<b>712</b>	<b>769</b>	<b>676</b>
Expected investment earnings	224	230	217
Credit experience	(27)	(25)	(10)
Earnings on surplus	160	158	161
Joint ventures & other	62	64	69
<b>Total net investment result - Underlying</b>	<b>419</b>	<b>427</b>	<b>437</b>
Other fee income <sup>2</sup>	48	66	79
Expenses – other <sup>2,3</sup>	(479)	(489)	(454)
<b>Asset management – Underlying</b>	<b>383</b>	<b>460</b>	<b>377</b>
<b>Earnings before income taxes – Underlying</b>	<b>1,083</b>	<b>1,233</b>	<b>1,115</b>
Income tax (expense) or recovery	(175)	(203)	(191)
Dividends, distributions, NCI <sup>4</sup>	(33)	(47)	(29)
<b>Common shareholders' underlying net income (loss)</b>	<b>875</b>	<b>983</b>	<b>895</b>

<b>Non-underlying net income adjustments</b>	Q1'24	Q4'23	Q1'23
\$ millions, post-tax			
<b>Common shareholders' underlying net income (loss)</b>	<b>875</b>	<b>983</b>	<b>895</b>
Market-related impacts	(70)	(193)	(64)
Assumption changes and management actions (ACMA)	(7)	(1)	(5)
Management's ownership of MFS shares	(12)	(11)	17
Acquisition, integration and restructuring <sup>5</sup>	22	(42)	(4)
Intangible asset amortization	(36)	(38)	(33)
Other <sup>5</sup>	46	51	-
<b>Common shareholders' reported net income (loss)</b>	<b>818</b>	<b>749</b>	<b>806</b>

**Market-related impacts** reflect unfavourable real estate experience due to modestly negative total returns vs. long term expectations, partially offset by favourable interest rate and equity market impacts

**Acquisition, integration and restructuring** includes a gain on partial sale of ABSLAMC, integration costs related to DentaQuest, and SLC Management's acquisition-related liabilities

**Other** includes a gain on the early termination of a distribution agreement in Asset Management

Certain 2023 results in the Drivers of Earnings and CSM Movement Analysis were refined to more accurately reflect how the business is managed.

<sup>1</sup> The Drivers of Earnings analysis contains non-IFRS financial measures. Refer to the Non-IFRS Financial Measures section in the appendix to these slides and in our Q1 2024 MD&A. Refer to the Basis of Presentation section in our Supplementary Financial Information package for the period ended March 31, 2024 for more information about certain amounts that are presented on a net basis to reflect how management views the business, compared to a gross basis in the Consolidated Financial Statements. Footnotes 2-5: Refer to slide 22.



## DOE experience gains/(losses)<sup>1</sup> – details

\$ millions	Pre-tax			Post-tax		
	Q1'24	Q4'23	Q1'23	Q1'24	Q4'23	Q1'23
Net equity market impact	19	18	15	12	8	13
Net interest rate impact	104	(272)	(14)	40	(53)	11
Impact of changes in the fair value of investment properties	(149)	(182)	(100)	(122)	(148)	(88)
<b>Market-related impacts</b>	<b>(26)</b>	<b>(436)</b>	<b>(99)</b>	<b>(70)</b>	<b>(193)</b>	<b>(64)</b>
Mortality	(11)	(8)	(33)	(5)	(5)	(26)
Morbidity	6	124	76	3	91	61
Policyholder behaviour	(8)	(11)	(8)	(8)	(11)	(8)
Expenses	(16)	(33)	(10)	(12)	(26)	(5)
Other insurance experience	13	(16)	(9)	10	(16)	(8)
<b>Insurance experience gains / (losses)</b>	<b>(16)</b>	<b>56</b>	<b>16</b>	<b>(12)</b>	<b>33</b>	<b>14</b>
<b>Credit experience (investments)</b>	<b>(27)</b>	<b>(25)</b>	<b>(10)</b>	<b>(21)</b>	<b>(18)</b>	<b>(6)</b>
<b>Other investment experience</b>	<b>30</b>	<b>16</b>	<b>32</b>	<b>24</b>	<b>14</b>	<b>30</b>

Certain 2023 results in the Drivers of Earnings and CSM Movement Analysis were refined to more accurately reflect how the business is managed.

<sup>1</sup> Represents a non-IFRS financial measure. Refer to the Non-IFRS Financial Measures section in the appendix to these slides and in our Q1 2024 MD&A.

# Contractual service margin movement analysis<sup>1</sup>

\$ millions, pre-tax	Q1'24	Q4'23	Q1'23
<b>CSM at beginning of period</b>	<b>11,786</b>	<b>11,452</b>	<b>10,865</b>
Impact of new insurance business <sup>2</sup>	347	381	232
Expected movements from asset returns & locked-in rates <sup>3,4</sup>	161	152	125
Insurance experience gains/(losses) <sup>4</sup>	21	(19)	93
CSM recognized for services provided	(269)	(264)	(223)
<b>Organic CSM Movement<sup>3</sup></b>	<b>260</b>	<b>250</b>	<b>227</b>
Impact of markets & other <sup>4</sup>	15	114	86
Impact of change in assumptions <sup>4</sup>	(23)	76	47
Currency impact	103	(106)	18
Disposition	-	-	-
<b>Total CSM Movement</b>	<b>355</b>	<b>334</b>	<b>378</b>
<b>CSM at end of period</b>	<b>12,141</b>	<b>11,786</b>	<b>11,243</b>

## CSM Highlights

- **Total CSM** ended Q1'24 at \$12.1 billion, up **8% y/y** largely driven by organic CSM growth reflecting strong sales
- **New business CSM** of \$347 million, up **50% y/y** on sales growth in Hong Kong
- **CSM recognized for services provided** over the last twelve months represented **8.6%** of total CSM

Certain 2023 results in the Drivers of Earnings and CSM Movement Analysis were refined to more accurately reflect how the business is managed.

<sup>1</sup> Contractual service margin movement analysis includes both non-participating and participating policyholder CSM.

<sup>2</sup> Impact of new insurance business on CSM, also referred to as "new business CSM", represents growth from sales activity in the period, including individual protection sales (excluding joint ventures), and defined benefit solutions and segregated fund wealth sales in Canada.

<sup>3</sup> Expected movements from asset returns & locked-in rates primarily reflects: i) the expected returns on assets supporting VFA contracts and ii) the increase in average locked-in rates from the passage of time on in-force business and new business added at higher rates. Locked-in rates refer to the term structure associated with locked-in discount rates, set when the insurance contract was sold, or on transition to IFRS 17. VFA contracts include Participating life insurance, Segregated funds, and Variable Universal Life (VUL).

<sup>4</sup> Certain measures in the CSM Movement Analysis are non-IFRS financial measures. Refer to the Non-IFRS Financial Measures section in the appendix to these slides and in our Q1 2024 MD&A.

# Earnings on surplus – Supplemental details

## Earnings on surplus – supplemental details

\$ millions, pre-tax

	Q1'24	Q4'23	Q1'23
Core investment income	168	160	137
Realized investment gains / (losses)	5	(5)	20
Other <sup>1</sup>	(13)	3	4
<b>Earnings on surplus</b>	<b>160</b>	<b>158</b>	<b>161</b>
Interest on debt	(76)	(79)	(80)
<b>Earnings on surplus net of debt cost</b>	<b>84</b>	<b>79</b>	<b>81</b>

## EOS Highlights

- **Core investment income** up q/q due to higher surplus cash balance

<sup>1</sup> Includes timing differences on derivatives, currency and other items.

## Use of Non-IFRS Financial Measures

We report certain financial information using non-IFRS financial measures, as we believe that these measures provide information that is useful to investors in understanding our performance and facilitate a comparison of our quarterly and full year results from period to period. These non-IFRS financial measures do not have any standardized meaning and may not be comparable with similar measures used by other companies. For certain non-IFRS financial measures, there are no directly comparable amounts under IFRS. These non-IFRS financial measures should not be viewed in isolation from or as alternatives to measures of financial performance determined in accordance with IFRS. Additional information concerning non-IFRS financial measures and, if applicable, reconciliations to the closest IFRS measures are available in section N - Non-IFRS Financial Measures of our Q1 2024 MD&A and the Supplementary Financial Information package on [www.sunlife.com](http://www.sunlife.com) under Investors - Financial results and reports.

## Non-IFRS Financial Measures

Underlying net income is a non-IFRS financial measure that assists in understanding Sun Life's business performance by making certain adjustments to IFRS income. Underlying net income, along with common shareholders' net income (Reported net income), is used as a basis for management planning, and is also a key measure in our employee incentive compensation programs. This measure reflects management's view of the underlying business performance of the company and long-term earnings potential. For example, due to the longer term nature of our individual protection businesses, market movements related to interest rates, equity markets and investment properties can have a significant impact on reported net income in the reporting period. However, these impacts are not necessarily realized, and may never be realized, if markets move in the opposite direction in subsequent periods or in the case of interest rates, the fixed income investment is held to maturity.

Underlying net income removes the impact of the following items from reported net income:

- i. Market-related impacts reflecting the after-tax difference in actual versus expected market movements,
- ii. ACMA – captures the impact of method and assumption changes, and management actions on insurance and reinsurance contracts, and
- iii. and Other adjustments (Management's ownership of MFS shares, Acquisition, integration, and restructuring, Intangible asset amortization, and Other).

Additional detail on these adjustments is provided in section N - Non-IFRS Financial Measures of our Q1 2024 MD&A.

All factors discussed in this document that impact our underlying net income are also applicable to reported net income. All EPS measures in this presentation refer to fully diluted EPS, unless otherwise stated. Underlying EPS excludes the dilutive impacts of convertible instruments.

Other non-IFRS financial measures that we use include: after-tax profit margin for U.S. Group Benefits, assets under administration (in SLC Management), assets under management ("AUM"), AUM not yet earning fees, capital raising, cash and other liquid assets, measures based on a currency adjusted basis, CSM movement analysis (organic CSM movement, impact of new insurance business on CSM, expected movements from asset returns & locked-in rates, impact of markets & other, insurance experience gains/losses, impact of change in assumptions, CSM market sensitivities), deployment, drivers of earnings, earnings on surplus, experience-related items attributable to reported net income and underlying net income, fee-earning AUM, fee-related earnings and operating income, financial leverage ratio, impacts of foreign exchange translation, LICAT market sensitivities, pre-tax fee-related earnings margin, pre-tax net operating margin, return on equity, sales and flows, third-party AUM, total weighted premium income ("TWPI"), underlying dividend payout ratio, underlying EPS (diluted), and effective income tax rate on an underlying net income basis.

## Forward-Looking Statements

From time to time, the Company makes written or oral forward-looking statements within the meaning of certain securities laws, including the “safe harbour” provisions of the United States Private Securities Litigation Reform Act of 1995 and applicable Canadian securities legislation. Forward-looking statements contained in this document include statements (i) relating to our strategies, plans, targets, goals and priorities; (ii) relating to AUM not yet earning fees generating annualized fee-related revenue of more than \$180 million, once invested; (iii) relating to our growth initiatives and other business objectives; (iv) relating to the expected effects of utilizing Generative AI in our operations (including expectations relating to reductions in turnaround times for PinnacleCare Clients and annual productivity savings in Sun Life Global Investments); (v) set out in our Q1 2024 MD&A under the heading I - Risk Management - Market Risk Sensitivities - Interest Rate Sensitivities; (vi) that are predictive in nature or that depend upon or refer to future events or conditions; and (vii) that include words such as “achieve”, “aim”, “ambition”, “anticipate”, “aspiration”, “assumption”, “believe”, “could”, “estimate”, “expect”, “goal”, “initiatives”, “intend”, “may”, “objective”, “outlook”, “plan”, “project”, “seek”, “should”, “strategy”, “strive”, “target”, “will”, and similar expressions. Forward-looking statements include the information concerning our possible or assumed future results of operations. These statements represent our current expectations, estimates, and projections regarding future events and are not historical facts, and remain subject to change.

Forward-looking statements are not a guarantee of future performance and involve risks and uncertainties that are difficult to predict. Future results and shareholder value may differ materially from those expressed in these forward-looking statements among other factors, the matters set out in our Q1 2024 MD&A under the headings C - Profitability - 5 - Income taxes, F - Financial Strength and I - Risk Management and in SLF Inc.'s 2023 AIF under the heading Risk Factors, and the factors detailed in SLF Inc.'s other filings with Canadian and U.S. securities regulators, which are available for review at [www.sedarplus.ca](http://www.sedarplus.ca) and [www.sec.gov](http://www.sec.gov), respectively.

## Risk Factors

Important risk factors that could cause our assumptions and estimates, and expectations and projections to be inaccurate and our actual results or events to differ materially from those expressed in or implied by the forward-looking statements contained in this document, are set out below. The realization of our forward-looking statements essentially depends on our business performance which, in turn, is subject to many risks. Factors that could cause actual results to differ materially from expectations include, but are not limited to: **market risks** - related to the performance of equity markets; changes or volatility in interest rates or credit spreads or swap spreads; real estate investments; fluctuations in foreign currency exchange rates; and inflation; **insurance risks** - related to mortality experience, morbidity experience and longevity; policyholder behaviour; product design and pricing; the impact of higher-than-expected future expenses; and the availability, cost and effectiveness of reinsurance; **credit risks** - related to issuers of securities held in our investment portfolio, debtors, structured securities, reinsurers, counterparties, other financial institutions and other entities; **business and strategic risks** - related to global economic and geopolitical conditions; the design and implementation of business strategies; changes in distribution channels or Client behaviour including risks relating to market conduct by intermediaries and agents; the impact of competition; the performance of our investments and investment portfolios managed for Clients such as segregated and mutual funds; shifts in investing trends and Client preference towards products that differ from our investment products and strategies; changes in the legal or regulatory environment, including capital requirements and tax laws; the environment, environmental laws and regulations; **operational risks** - related to breaches or failure of information system security and privacy, including cyber-attacks; our ability to attract and retain employees; legal, regulatory compliance and market conduct, including the impact of regulatory inquiries and investigations; the execution and integration of mergers, acquisitions, strategic investments and divestitures; our information technology infrastructure; a failure of information systems and Internet-enabled technology; dependence on third-party relationships, including outsourcing arrangements; business continuity; model errors; information management; **liquidity risks** - the possibility that we will not be able to fund all cash outflow commitments as they fall due; and **other risks** - changes to accounting standards in the jurisdictions in which we operate; risks associated with our international operations, including our joint ventures; market conditions that affect our capital position or ability to raise capital; downgrades in financial strength or credit ratings; and tax matters, including estimates and judgements used in calculating taxes.

The Company does not undertake any obligation to update or revise its forward-looking statements to reflect events or circumstances after the date of this document or to reflect the occurrence of unanticipated events, except as required by law.

## Footnotes

### From slide 4

<sup>2</sup> Impact of new insurance business on CSM, also referred to as "new business CSM", represents growth from sales activity in the period, including individual protection sales (excluding joint ventures), and defined benefit solutions and segregated fund wealth sales in Canada.

<sup>3</sup> Life Insurance Capital Adequacy Test ("LICAT") ratio of SLF Inc.; our LICAT ratios are calculated in accordance with the OSFI-mandated guideline, Life Insurance Capital Adequacy Test.

<sup>4</sup> Business Mix based on underlying net income, excluding Corporate expenses and other. Wealth & asset management includes MFS Investment Management, SLC Management, Canada Individual Wealth, Group Retirement Services, Asia Wealth & asset management. Group – Health & Protection includes Canada Sun Life Health, U.S. Group Benefits (Employee Benefits and Health and Risk Solutions) and U.S. Dental. Individual – Protection includes Canada Individual Insurance, U.S. In-force Management and Asia Individual – Protection.

### From slide 5

<sup>1</sup> US states include Alabama, Arkansas, Florida, Tennessee, and Texas.

<sup>2</sup> To meet regulatory obligations, on March 21, 2024, we completed the sale of 6.3% of our ownership interest in Aditya Birla Sun Life AMC Limited ("partial sale of ABSLAMC"), generating a \$98 million (post-tax \$84 million) gain in reported net income. As a result of the transaction, our ownership interest in ABSLAMC was reduced from 36.5% to 30.2% for gross proceeds of \$136 million.

<sup>3</sup> InfraRed Capital Partners ("InfraRed") acquired a portfolio of two operating, utility-scale renewable energy assets in the U.S. from Shell Windenergy (a subsidiary of Shell plc that develops and operates wind farms) and Savion Equity (a subsidiary of Shell plc that specializes in developing solar power and energy storage projects).

<sup>4</sup> Awarded by the U.S. Environmental Protection Agency and the U.S. Department of Energy.

### From slide 7

<sup>2</sup> New business CSM represents growth from sales activity in the period, including individual protection sales (excluding joint ventures), and defined benefit solutions and segregated fund wealth sales in Canada.

<sup>3</sup> LICAT ratio of Sun Life Financial Incorporated and of Sun Life Assurance Company of Canada ("SLA"). Our LICAT ratios are calculated in accordance with the OSFI-mandated guideline, Life Insurance Capital Adequacy Test.

<sup>4</sup> SLA is SLF Inc.'s principal operating life insurance subsidiary.

<sup>5</sup> On April 3, 2023, we completed the sale of SLF of Canada UK Limited to Phoenix Group Holdings plc ("the sale of Sun Life UK").

<sup>6</sup> Cash and other liquid assets at SLF Inc. and its wholly owned holding companies.

### From slide 10

<sup>2</sup> Based on a trailing 12-month basis.

<sup>3</sup> Total AUM including the General Account was \$375 billion at March 31, 2024.

### From slide 16

<sup>2</sup> Effective Q4 2023, prior period amounts in the DOE related to Expenses - other for health, wealth and asset management businesses in Canada have been restated to improve comparability of data over time and with other business units; related amounts in Other fee income and Experience gains (losses) have also been restated accordingly. In addition, effective Q3 2023, the Other Fee Income line for the U.S. business segment has been refined to include Group Benefits and Health & Risk Solutions fee income net of corresponding expenses in order to align with the presentation of the Dental business in this line. We have updated prior period amounts to reflect this refinement.

<sup>3</sup> Expenses - other removes non-underlying Other adjustments, including Management's ownership of MFS shares, Acquisition, integration and restructuring, and Intangible asset amortization. Certain Other adjustments - other may also be removed from Other expenses.

<sup>4</sup> Dividends on preferred shares, distributions on other equity instruments, and non-controlling interests ("Dividends, distributions, NCI").

<sup>5</sup> Refer to the Notes page ii, Adjustments - Acquisition, Integration and Restructuring and Adjustments – other in our Supplementary Financial Information package for the period ended March 31, 2024 for additional details.