

At Canada Life UK, we provide retirement, investment and protection solutions to individuals, families and companies focussed on building stronger, more secure and inclusive financial futures. Our presence in the UK spans 120 years and we are part of a leading global insurance, wealth and asset management group. This snapshot of our performance in 2022 is an important step in our growth journey demonstrating our strong core business performance and growth in customers and commercials.

Our 2022 results demonstrate strong and resilient performance. The diversity of our business means we were in a great position to withstand the pressure of the challenging macroeconomic climate, with our Home Finance, Protection, Offshore Wealth, and Asset Management businesses performing well.

Supporting our customers and communities during these difficult times has become more important than ever, and I am proud of the critical role we will continue to play.

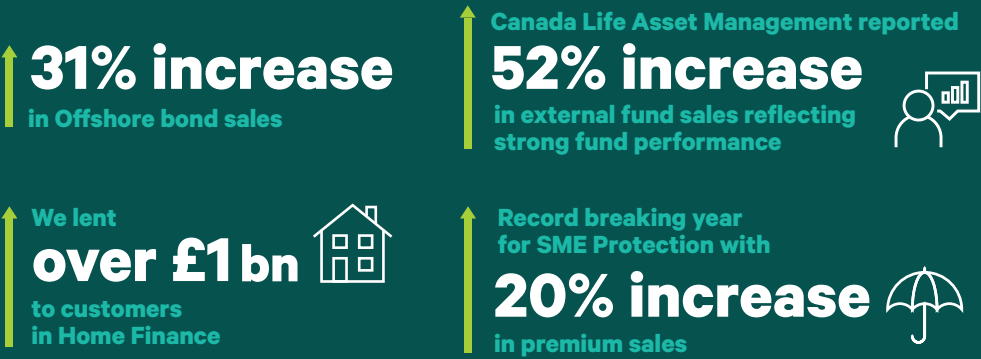
Lindsey Rix, CEO, Canada Life



Business performance 2022



Business highlights



Connecting with our customers

Welcomed over  
**200,000**  
new customers\*

Supported  
**4,825**  
families with newly accepted claims

Excellent CSAT+ scores  
**over 80%**  
in Home Finance

Total number of customers\*  
**3.6m**

**£468m**  
gross claim payments\*\*

**102,000**  
registered for our WeCare service

\*All customer numbers include Group Protection employees covered  
\*\*Group life claims, monthly Group Income Protection payments and Group Critical Illness claims  
+ Customer Satisfaction scores for Home Finance



Building a more Sustainable future

Financed Emissions

**Net zero by 2050**

Gender Diversity

**35%**  
of Women in Senior Leadership Roles by 2023

Community

**Support our communities**  
2 volunteering days a year



**Celebrated**  
our CEO's inclusion in the 30% Club

**£24m**  
financing agreement with charity providing specialist supported housing to people with housing and care needs

**£30m**  
lease agreement with university to support improving the experience for 38k students

**Awards**  
Winners of multiple awards and achieved 5-star ratings across a number of our products and services in Protection, Home Finance, Wealth and Investments



**Stewardship Accreditation\*\***

\*\* Canada Life Asset Management only

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