

Future Vision

Customers at the Centre of the Digital Economy

Paul Mahon, President & CEO
Great-West Lifeco Inc.



Great-West Lifeco Inc.



THE
Great-West Life
ASSURANCE  COMPANY

ESTABLISHED 1891

**London
Life**

ESTABLISHED 1874

 **Canada Life**

ESTABLISHED 1847

CUSTOMER RELATIONSHIPS: 13 million+

 **GREAT-WEST
FINANCIAL**

ESTABLISHED 1907

 **Putnam
INVESTMENTS**

ESTABLISHED 1937

 **Irish Life**

ESTABLISHED 1939

CUSTOMER RELATIONSHIPS: 12 million+

CUSTOMER RELATIONSHIPS: 5 million+*

*Includes Canada Life in Europe.

Technology & Business Process

Natural business cycle, technology and competitive pressures drive new efficiencies



Technology & Consumer Expectations

Digital experiences are reshaping customer expectations



Fintechs & Our Business Strategy



The Impact of AI & Robotics

Artificial intelligence and robotics
have the potential to reshape industries



A Changing Job Market

Advances in technology are
altering the job market



Our Shared Responsibility

What is our responsibility
to manage this change?

