

#### **Future Vision**

# Customers at the Centre of the Digital Economy

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









#### Great-West Lifeco Inc.





ESTABLISHED 1891





ESTABLISHED 1847

CUSTOMER RELATIONSHIPS: 13 million+

London







ESTABLISHED 1907

ESTABLISHED 1937

ESTABLISHED 1939

#### Technology & Business Process

Natural business cycle, technology and competitive pressures drive new efficiencies

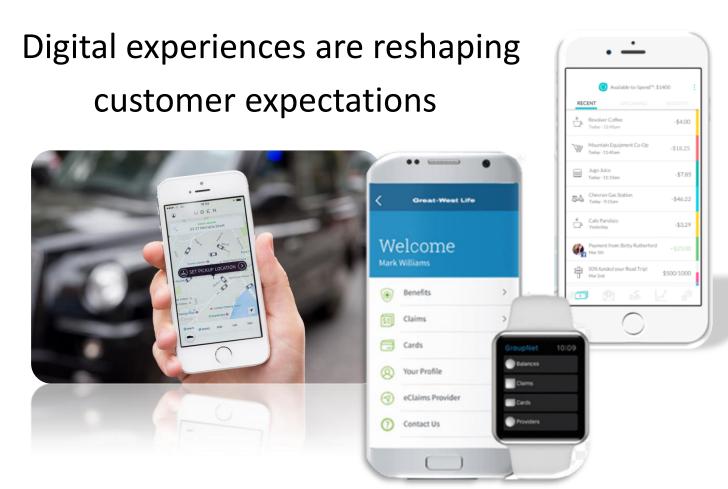








### Technology & Consumer Expectations











#### Fintechs & Our Business Strategy











#### The Impact of AI & Robotics

Artificial intelligence and robotics have the potential to reshape industries





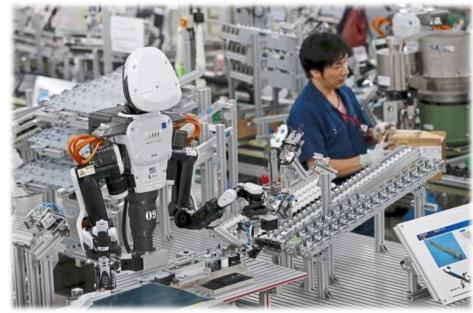




## A Changing Job Market

#### Advances in technology are

altering the job market













#### Our Shared Responsibility

What is our responsibility to manage this change?







