

We're making it easier for advisors to help clients without having to meet in-person. With digital contract delivery, advisors can download, print, email and share contracts and placing requirements with clients as soon as they're available. Advisors will no longer need to wait for the printed contract. At this time, Canada Life is still printing and mailing paper contracts as well.

- Contract pages and placing documents will be available on the New Business Search screen (where advisors currently search for applications).
- Advisors and MGAs will continue to get an email when a decision has been made. The contract should be available shortly after receiving that, but in some cases could take 1 to 3 days.
- We're creating new advisor and MGA email communications to be sent once the digital contract is available. The MGA email will include a copy of the advisor summary report and will make you aware of the policy delivery requirements. These new emails won't be available at digital contract delivery launch but will be available later in May.
- Training material will be made available at the time of launch.

We're taking steps to protect clients, families and businesses. Digital contract delivery will continue to evolve as we find new ways to connect with clients while social distancing. We'll continue to work with you to develop this process, so it meets your needs, as well as the advisors and clients.

Please contact us if you have questions.