



EQ



CASE STUDY:

SUN LIFE FINANCIAL OF CANADA – LIFE AND PENSIONS



Sun Life Financial of Canada in the UK is focused on providing excellent customer service by offering the highest levels of customer care.



Sun Life Financial
of Canada

Servicing customers
in the UK for over

100 years

£11.2

billion of assets
under management

They have been servicing customers in the UK for over 100 years and currently have **£11.2 billion*** of assets under management.

When Sun Life Financial of Canada sought to integrate their annuity administration under one central supplier, Equiniti was confirmed as the supplier of choice.

Chosen for the integrated annuity administration service, based on a history of providing high levels of service through the existing contract.

Having these services brought together under the one supplier delivers greater control, improved management information and economies of scale for Sun Life Financial of Canada, as well as ensuring continuity of service for their current and new internal vesting annuitants.

**as at 31 December 2019*



Excellent performance for
20 years

Strong
governance and service delivery management

Timely, accurate payments to over
120,000 annuitants

Successful migration of
37,000
paying annuities

EQUINITI WORKED IN PARTNERSHIP WITH SUN LIFE FINANCIAL OF CANADA TO PROVIDE A SEAMLESS TRANSITION FOR THEIR CLIENTS' ANNUITIES

Sun Life Financial of Canada chose us due to our heritage as an industry leading annuity administrator and also our history of solution-driven results.

Successful migration of **37,000** paying annuities to their administration platform, ensuring excellent service for over **120,000** annuitants.

SUCCESSFUL MIGRATION

This success was the result of the strong project and change management disciplines and capabilities already in existence at Equiniti, which were adapted to the specific requirements of the client. A partnership approach was taken with the client, as well as with the incumbent supplier, which generated a positive working relationship, ensuring that timescales were met and the transition was implemented seamlessly.

Equiniti was also able to add value to Sun Life Financial of Canada during the due diligence phase. This mitigated any potential impact on their annuitants and resulted in delivering an improved level of service.

COMMITTED TO A SUCCESSFUL OUTCOME

Equiniti and Sun Life Financial of Canada has created a successful outcome for all stakeholders.

It supports Sun Life Financial of Canada's operating model, has engendered a stronger partnership between the two organisations and ensured continuity of service for Sun Life Financial of Canada's annuitants.