

Individual Insurance and Wealth Management systems migration

As recently announced, a new state-of-the art data processing facility in Winnipeg has been built to better accommodate growth in our business and the service requirements of our clients.

The data centre is now operational and existing computer infrastructure has started to be migrated from the 60 Osborne St. N. location as planned.

The overall migration will occur in stages over approximately 34 weekends between now and June 2013. The migration has been planned to minimize disruption to business and to be as seamless as possible for clients and advisors. Any service interruptions that may be required will be scheduled primarily outside of normal business hours, and will be kept as brief as possible.

Schedule

Dates when accessibility to advisor and client-facing systems will be affected are listed below. Outages are from 6 p.m. Friday to 11:59 p.m. Sunday, Central time.

Date	Business area	System	Impact
Oct. 12 to 14, 2012	Advisor support	RepNet (including RAPID Investment Accounts and Reporting applications)	Not accessible
Oct. 19 to 21, 2012	Advisor support	Canada Life Online Investment Inquiry (SAS)	Client data not accessible
	Advisor support	RepNet	Not accessible
	Advisor support	RepNet for Investors Group	Not accessible
	Wealth Management (Clients)	VIP (Telephone transaction application)	Not accessible
Oct. 26 to 28, 2012	Advisor support	FASAT and FASATWeb	Not accessible
Nov. 9 to 11, 2012	Advisor support	Canada Life Online Investment Inquiry (SAS)	Client data not accessible
	Advisor support	RepNet (including RAPID Investment Accounts and Reporting applications)	Not accessible
	Advisor support	FASAT and FASATWeb	Not accessible
	Wealth	VIPNet	Not accessible

	Management (clients)		
	Wealth Management (clients)	VIP (telephone transaction application)	Not accessible
	Wealth Management	Dealer Inquiry	Not accessible
Nov. 30 to Dec. 2, 2012	Advisor support	Canada Life Online Investment Inquiry (SAS)	Client data not accessible
	Advisor support	RepNet (including RAPID Investor Accounts and Reporting applications)	Not accessible
	Wealth Management	Dealer Inquiry	Not accessible
Dec.14 to 16, 2012	Advisor support	Canada Life Online Investment Inquiry (SAS)	Client data not accessible
	Wealth Management	LIB Income Illustrator	Not accessible

State-of-the-art facility

The new data centre incorporates best practices and concepts to meet stringent requirements for data security and availability. It also incorporates a number of features to minimize its environmental footprint. The data centre will support our business growth and priorities well into the future.