



April 22, 2020

Dear Valued Client:

**RE: GREAT-WEST LIFE REAL ESTATE FUND**

I'm reaching out to you today because you have investments with the Great-West Life Canadian Real Estate Investment Fund or London Life Real Estate Fund, now known as the Canada Life Real Estate fund.

You will be getting a letter from them shortly explaining what transpired – it will look like the following:

**What happened?**

Effective close of business March 20, 2020 at 4:00 pm ET, Canada Life announced a temporary suspension on contributions, transfers and redemptions for its Canadian real estate investment funds. The decision to suspend these Funds was made in the best interests of all unitholders.

**What caused this?**

The COVID-19 virus has impacted the global economy, including property markets and has made it difficult to value the property owned by the Funds with the same degree of certainty as usual. This affects the company's ability to calculate the unit price used to buy and sell units in the Funds, and we believe this gives rise to a material risk to our ability to ensure the unit price will continue to be valued appropriately to ensure that unitholders may buy and sell units at a price that reflects their value. To mitigate that risk, Canada Life is suspending contributions to, and redemptions and transfers from, the Funds. While the Funds continue to be in a positive cash position and have capacity to increase liquidity through operating cash-flow, asset sales and mortgage financing, there is the possibility of an extended period of redemptions pressure due to the current economic conditions. The current economic climate also raises concerns about the company's ability to obtain fair market value on the disposition of real estate assets, should it become necessary to do so to meet liquidity demands, which would potentially be detrimental to the long term interests of unitholders. The suspension of redemptions and transfers from the Funds will preserve the current liquidity position and protect our ability to satisfy redemptions when the suspension ends.

### **What remains the same?**

The fund objectives remain the same. These funds hold diversified portfolios of high-quality, income-producing properties. They have performed very well over many years and Canada Life and Great-West Realty Advisors (GWLRA) have expertly navigated temporary suspensions in the past. The real estate funds continue to be an excellent component of a well-balanced portfolio for investors over the long term.

### **Continued communication during challenging times**

Canada Life will continue to communicate material updates, including client hardship process and other support in the coming days and weeks.

Rather than potentially being forced to sell quality buildings for potentially quarters on the dollar, they are taking this approach. I also happen to agree with what Canada Life is doing.

Payments from RRIF's will be paid but only to the Legal Minimum – should your RRIF only contain the Real Estate fund.

Payments from OPEN accounts will not be paid from the Real Estate fund.

We will be working with you to ensure that payments will continue.

While this comes at a very inopportune time I can assure you that my team and I have been in constant communication with CANADA LIFE and have worked very hard to get this situation resolved as quickly as we can to your satisfaction.

Please feel free to give me a call to discuss this further.

Regards,

A handwritten signature in black ink, appearing to read 'James Saint', written in a cursive style.

James Saint  
President