



# Demutualization/ Unclaimed property

## Questions and Answers

### Q What is demutualization?

A Demutualization is what happened in February 2000 when Industrial-Alliance Life Insurance Company converted from a mutual insurance company to a joint stock insurance company. When it demutualized, the value of the company was distributed among its eligible mutual members. Since the demutualization, Industrial Alliance Insurance and Financial Services Inc. ("iA Financial Group") is a public company. Its shares are listed on the Toronto Stock Exchange.

### Q Who became an iA Financial Group shareholder when the company demutualized?

A If you were an Industrial-Alliance policyholder on April 30, 1999, you may have been an eligible mutual member. When Industrial-Alliance demutualized, some eligible mutual members received ordinary shares in the company.

### Q What is the role of Computershare regarding shareholders?

A When it demutualized, Industrial-Alliance issued shares to eligible mutual members and mandated the keeping of its shareholder registry, management of shareholder files and services to shareholders to a specialized company, which currently is Computershare.

Computershare keeps shareholder files and sends all communications regarding shares and dividends (i.e. dividend payments to shareholders, tax slips for dividends paid, documents to shareholders about the annual meeting of shareholders, etc.).

Therefore, shareholders must contact Computershare if they have questions about their shares and to update their mailing address to make sure they receive all mailings related to their shares.

### Q Why is it in shareholders' interest to keep their shareholder file up-to-date?

A Shareholders can benefit from keeping their shareholder file up-to-date, as it allows them to choose to keep or sell their shares, receive quarterly dividend payments when the company announces them, and to vote at the company's annual meeting of shareholders, among other things.

### Q How can shareholders consult or update their shareholder file?

A Shareholders can consult or update their shareholder file by contacting Computershare at 1-877-684-5000.



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