REDEMPTION GUIDE FOR SUN LIFE PROSPERITY MUTUAL FUNDS

Redemption Channels for Sun Life Prosperity Mutual Funds
My Sun Life PH Client Portal or Mobile App (CPMA) SLAMCI Investor Services (SLAMCI IS) Sun Life Client Service Centers (CSC)

Required Documents (**Individual** Client)	Required Documents (**Corporate** Client)
• Accomplished Request for Redemption via SLAMCI Forms or My Sun Life PH CPMA • Valid, photo-bearing government-issued ID with signature *(e.g. Phil ID, Passport, Driver's License, Postal ID, etc.)*	• Accomplished Request for Redemption via SLAMCI Forms • Updated Secretary's Certificate with Annex A, if applicable • Valid, photo-bearing government-issued ID of the signatories • Most recent General Information Sheet (GIS) • Beneficial owners or list of officers (if applicable) • Valid, photo-bearing government-issued ID with signature *(e.g. Phil ID, Passport, Driver's License, Postal ID, etc.)*

Redemption Process	
Using the SLAMCI Redemption Form	**Via My Sun Life PH Client Portal or Mobile App**
1. Accomplish a Request for Redemption / Fund Switch Form available here. 2. In the same form, indicate your preferred Settlement Detail by selecting one of the following options: • Deposit to Bank / Credit to Account* • Switch to another fund • Payment for Sun Life Policies • Pick up check at Client Service Center (CSC) 3. Submit the form:	1. Log in to the My Sun Life PH Client Portal or Mobile App. 2. Select any of the six impacted Mutual Fund account and find the Redeem Fund option. 3. Fill out the details and select the preferred redemption option: • Credit to new bank account for enrollment • Credit to enrolled bank account* • Pick up check at CSC • Payment for insurance policy

a. If you are submitting your form via SLAMCI IS, send the signed copy of the request to requestslamci@sunlife.com b. If you are submitting via CSC, bring the signed copy of the form along with any supporting document. To find a branch near you, visit www.sunlife.co/CSC-locations.	4. Click the 'Submit' button and input the OTP to redeem or switch shares. An Order ticket number will be shown on the screen and an email notification of the redemption request will be sent to you.

Please refer to the **Frequently Asked Questions** section for further details on the redemption process.

**Additional requirements may apply for Credit-To-Account (CTA) settlement mode (i.e. proof of bank account ownership). For further details, please visit our CTA guide.*

Settlement Turnaround Time (TAT)

Your request for redemption will be processed as soon as we receive the complete requirements on or before the cutoff time of 12:00 PM. Request for redemption filed after the cutoff will be processed starting the next business day. Kindly be advised of the following turnaround times (in business days) for settlement.

Fund Name	TAT
SLP Achiever Fund 2028 (PHP)	T+3
SLP Achiever Fund 2038 (PHP)	T+3
SLP Achiever Fund 2048 (PHP)	T+3

Fund Name	TAT
SLP Dollar Abundance Fund (USD)	T+4
SLP GS Fund (PHP)	T+2
SLP Dollar Wellspring Fund (USD)	T+4

1. **Why are we discontinuing the acceptance of new investments, subscriptions, or switch ins, to the above Funds?**

   Sun Life is discontinuing acceptance of new investments, subscriptions, and switch ins for the above Funds to comply with Security and Exchange Commission's (SEC) Order that transactions for securities must not be accepted without a valid permit to sell.

   This is also part of our strategic step to strengthen asset management offerings by streamlining our mutual fund portfolio to reduce complexity for investors, enhance operational efficiency in fund management, and ensure that our mutual fund offerings remain competitive and aligned with current market conditions and investor demands.

2. **I'm an existing investor in one of these funds. What happens to my investment?**

   While your current investments in these funds remain secure, we encourage you to redeem and take advantage of current market opportunities. Consider exploring funds with potentially higher yields or income-paying options to enhance your investment strategy. You may consider any of the following options, for which **exit fees will be waived**.
   - Switch your investments to another mutual fund from our diverse portfolio of Sun Life Prosperity Funds that remain available under Sun Life Asset Management;
   - Consider our range of life insurance offerings from Sun Life;
   - Fully redeem your mutual fund investment.

3. **How will I know the value of my investments and how do I process switch ins or redemptions in my Fund?**

   You can easily review and manage your investments through the My Sun Life PH Client Portal or Mobile App. These platforms provide real-time access to your investment values and allow you to process switch-ins or redemptions conveniently.

Alternatively, you may also visit the nearest Client Service Centers (CSCs) or send us an email to process any option. To know the detailed step-by-step process and the proper mailboxes, please visit the FAQs page in Sun Life Website and look for 'investment-related questions'.

Kindly note that the actual value of your investment will depend on the Fund's Net Asset Value Per Shares/Units (NAVPS/NAVPU), which fluctuates daily, and the date of your actual redemption, in accordance with the Fund's prospectus.

4. Will there be any fees if I decide to switch or redeem my investment?

There will be no fees charged for switching or redeeming your investments in the above-mentioned Sun Life Prosperity Funds. We understand that this change may require you to adjust your investment strategy, and we want to make this transition as smooth and cost-effective as possible for our valued clients.

Kindly note that the waiver of exit fees only applies to the SLP Funds mentioned in the letter.

5. I have holdings in other Sun Life Prosperity Funds. Are those affected by this announcement?

No, only the six funds listed are affected. Other Sun Life Prosperity Funds remain available under Sun Life Asset Management.

6. Is there a deadline for deciding what to do with my affected investments?

While there's no immediate deadline, we recommend reviewing your options and taking advantage of the waived exit fees for switching, redeeming, or exploring other Sun Life products not later than 25 February 2027 after which, we shall be placing your unredeemed investments to an escrow account (see next section below for details).

Your Sun Life Advisor can provide personalized guidance on the best timing for your specific situation.

7. What are my alternative insurance and investment offerings?

In case you want to take advantage of the current market conditions and opt for Funds with potentially better returns or income-paying funds, you may switch your investments to another mutual fund from our diverse portfolio of Sun Life Prosperity Funds that remain available under Sun Life Asset Management.

Alternatively, you may consider our range of life insurance offerings from Sun Life by checking our life insurance products and talking to a Sun Life Advisor.

Redemption and Switch Process

8. What is the process of mutual fund redemption through the Client Portal or Mobile App?

a. Log in to My Sun Life PH Client Portal or Sun Life Mobile App
b. Select any of the six impacted Mutual Fund account and find the Redeem Fund option.
c. Fill out the details and select the preferred redemption option:
   - Credit to new bank account for enrollment
   - Credit to enrolled bank account
   - Pick up check at CSC
   - Payment for insurance policy
d. Click the 'Submit' button and input the OTP to redeem shares. An Order ticket number will pop up on the screen and an email notification of the redemption request will be sent to you.

9. What is the process of mutual fund redemption through SLAMCI Investor Services?

a. Accomplish a Request for Redemption / Fund Switch Form available here.
b. Select preferred Settlement Details (choose one) from the Request for Redemption/Fund Switch Form:
   - Deposit to Bank / Credit to Account
   - Switch to another Sun Life Prosperity Fund
   - Payment for Sun Life Policies
   - Pick up check at Client Service Center (CSC)
c. Submit a scanned or interactive copy of the signed Request for Redemption / Fund Switch Form and supporting documentation (i.e. Valid ID, proof of bank account, authorization letter) to requestslamci@sunlife.com.

10. What is the process of mutual fund redemption through Client Service Center?

a. Accomplish a Request for Redemption/Fund Switch Form here in the Sun Life website.
b. Select preferred Settlement Details (choose one) from the Request for Redemption/Fund Switch Form:
   - Deposit to Bank / Credit to Account
   - Switch to another Sun Life Prosperity Fund
   - Payment for Sun Life Policies
   - Pick up check at Client Service Center (CSC)
c. Bring the original copy of the Request for Redemption/Fund Switch Form with wet signature of the client, along with supporting documentation (i.e. Valid ID, proof of bank account, authorization letter) to a Sun Life CSC Branch near you.

11. How do I enroll my preferred Settlement Bank Account (SBA) for my Credit-To-Account Redemptions?

You may enroll your preferred SBA when doing fund redemptions – either through Forms or the Sun Life Client Portal and Mobile App. Submit a clear copy of your valid ID and any (1) of the Proof of Bank Account Ownership (PBAO) per link below.

For further details, you may check out the process on Credit-to-Account on this link.

12. What should I do if I want to reinvest the proceeds to another Sun Life product offering?

If you wish to redeem your investment and subsequently reinvest the proceeds into other Sun Life product offerings, you may indicate this preference through the redemption form or in the My Sun Life PH CPMA.

- For switching to **other SLP Mutual Funds** not mentioned above, please tick the switch option under Section C, Question 7.1 of the Redemption Form and indicate the Fund which you would like to invest in. Likewise, you may also process this switch through My Sun Life PH CPMA by visiting our CPMA User Guide.

- For payments to **Sun Life's Life Insurance offerings,** please tick Question 7.3 of the Redemption Form and provide the Application Serial Number or Policy Number where the proceeds will be credited. Likewise, you may also process the payment from the proceeds of your existing MF account to an insurance offering through My Sun Life PH CPMA by visiting our CPMA User Guide.

  Kindly note that you will need to apply for an insurance product first or have an existing insurance product to have an Application Serial Number or Policy Number, before submitting your request for redemption.

13. What is the turnaround time for redemption settlement?

Settlement of redemptions and switches made in the following Sun Life Prosperity Funds shall be based on the turnaround times below.

Fund Name	Currency	Settlement TAT
Sun Life Prosperity Dollar Abundance Fund	USD	T+4
Sun Life Prosperity GS Fund	PHP	T+2
Sun Life Prosperity Dollar Wellspring Fund, Inc.	USD	T+4
Sun Life Prosperity Achiever Fund 2028	PHP	T+3
Sun Life Prosperity Achiever Fund 2038	PHP	T+3
Sun Life Prosperity Achiever Fund 2048	PHP	T+3

Note: Requests for redemption after 12:00 PM cutoff time will be processed on the next business day.

Illustrative Example:

Submission Date	NAV Applicability	Dollar Abundance Fund	GS Fund	Dollar Wellspring Fund	Achiever Fund 2028, 2038, 2048
March 25, **within** 12 noon cutoff	March 25	March 31	March 27	March 31	March 30
March 25, **after** 12 noon cutoff	March 26	April 1	March 30	April 1	March 31

14. **Is there a deadline for making a decision about my affected investments?**

    While there's no immediate deadline, we recommend reviewing your options and taking advantage of the waived exit fees on switching, redeeming, or exploring other Sun Life products in the coming weeks. **Investments that remain unredeemed by February 25, 2027 will be placed in an escrow account for safekeeping.**

    Please see the section below for further details on the escrow arrangement.

Escrow Arrangement for Unredeemed Investments

15. **What is an escrow account?**

    An escrow account is a secure account held with a third-party financial institution, where funds are kept for your benefit until you decide to withdraw them.

    Placing your investments in an escrow ensures that your funds remain safe and protected. The ownership remains with you, and you may withdraw the funds when it is convenient for you.

16. **When will my investments be placed in an escrow account?**

    Kindly note that only unredeemed investments will be placed in an escrow account by **February 25, 2027** or after six months from the issuance of the SEC Order.

    Any redemptions prior to this period shall not be affected by this arrangement. Rest assured that we will send you regular reminders to keep you informed on your options, including this arrangement.

17. **What will happen to my investments once placed in escrow? Will I lose my investment once it is moved to an escrow account?**

    No, you will not lose your investment once it is placed in an escrow account. Your funds will remain fully yours and will be held securely for your benefit.

18. **Who can I contact to redeem my investments after it has been placed in an escrow?**

    You may contact slamc@sunlife.com or our partner escrow agent to fully redeem your investments. Additional details on the redemption process and contact mailboxes will be shared separately.

19. **Who is the partner institution for the escrow account and how do I claim my investments?**

    The partner escrow agent will be shared with you in a separate official communication, along with other relevant details of the escrow arrangement.