

# Public Accountability Statement

The information presented here reflects the reporting period of November 1, 2019 to October 31, 2020.

## **Tangerine Café Locations** As at October 31, 2020

Québec 1141, boul. de Maisonneuve Ouest, Montréal

Ontario 3389 Steeles Avenue East, Toronto  
221 Yonge Street, Toronto

British Columbia 466 Howe Street, Vancouver

The Tangerine Café previously located at 1002 17<sup>th</sup> Avenue SW in Calgary, Alberta was closed as of October 1, 2020.

Note: Due to the circumstances of the COVID-19 pandemic, during 2020 all Tangerine Cafés were closed temporarily. A business decision has now been made that, with the exception of our Café located at 3389 Steeles Avenue East in Toronto, our Cafés will remain closed permanently.

## **Tangerine ABM De-installations**

All Tangerine ABMs were de-installed in February 2020, due to software incompatibility and poor Client experience. Tangerine Clients continue to be able to withdraw and deposit funds for free at 3,500 Scotiabank® Branch ABMs nationwide. Withdrawals can also be made for free on the Scotiabank ABM Network through 7-Eleven, Quickie convenience stores, Cineplex Theatres and Couche-Tard. Our ABM Locator at [tangerine.ca](http://tangerine.ca) can be used to look up Scotiabank ABM Network locations.

Québec 1141, boul. de Maisonneuve Ouest, Montréal  
*De-installed on February 28, 2020*

Ontario 3389 Steeles Avenue East, Toronto  
221 Yonge Street, Toronto  
*De-installed on February 27, 2020*

New Brunswick 1234 Main Street, Moncton  
*De-installed on February 26, 2020*

British Columbia 466 Howe Street, Vancouver  
*De-installed on February 25, 2020*

Alberta 1002 17<sup>th</sup> Avenue SW, Calgary  
*De-installed on February 24, 2020*

## Debt Financing & Microfinance Services

Our business model does not include debt financing directly to small businesses. In addition, Tangerine does not provide debt financing to firms in Canada and is not involved in new initiatives or technical assistance programs for financing for small business, nor are we involved in investments or partnerships in micro-credit programs.

## Access to Financial Services

Our services transcend both social and physical boundaries. At Tangerine, there are no barriers to entry for people with the desire to improve their financial future. We believe that saving money should be accessible to low-income individuals, senior citizens and disabled persons – all Canadians.

We offer products in the categories of Chequing, Savings, Investments, Credit Card and Lending.

Our competitive interest rates apply for all of our Clients: no minimum balances required. Our Clients can bank with us anytime, and thanks to Mobile Banking, they can also do their banking anywhere. We provide direct, 24-hour access to our financial services through our website and Contact Centres, in both English and French. Tangerine Clients can also deposit and withdraw through the Scotiabank ABM Network, making banking services even more accessible.

Our fully digital signup option makes it possible to become a Tangerine Client without having to leave home.

## Supporting Seniors

At Tangerine, we recognize and appreciate the meaningful contributions that seniors make in our communities, and we're committed to supporting them with their banking needs. As part of our purpose to help Canadians make smart decisions with their money, we strive to enhance seniors' banking experiences and further strengthen these deep and tenured relationships.

This year, we continued to advance the implementation of the Canadian Bankers Association's Code of Conduct for the Delivery of Banking Services to Seniors.

In 2020, we formalized a new internal policy that defines how the Bank will support senior Clients, and how we'll support our employees and representatives in servicing seniors, given their diverse banking needs. We also nominated a Senior's Champion. We consolidated resources for Client-facing employees and representatives to help them assist seniors, and are introducing an ongoing training program for them in 2021. Accessible or alternate document formats are available upon Client request, and printed materials are also available upon request.

In response to the COVID-19 pandemic, we accelerated various initiatives to promote digital banking. In the Ways to Bank page on our website, we launched a new Seniors Centre section to help senior Clients become more comfortable banking online.

To further ensure that seniors feel safe banking online, we have numerous system tools (featuring advanced security protocols and built-in fraud deterrents) and investigative procedures in place to mitigate financial harm to all Clients, including seniors. Our website also features a Security Centre, providing Clients with tips for avoiding fraud along with instructions for anyone who suspects they've fallen victim to fraud. Our Security Guarantee is available online as well, to advise Clients on how we help keep their banking safe.

## Community Development, Charitable Donations & Sponsorships

From November 1, 2019 to October 31, 2020  
(rounded)

Total Charitable Donations (CAD)	\$178,783
Total Philanthropic Sponsorships (CAD)	\$260,833
Total Employee Work-Time Volunteer Hours	1,865

Charitable giving means far more to us than just donating money. We believe it's also important to give our time and energy. In everything we do, accountability is key, and our charitable projects are geared to put accountability first, to ensure we're making a real difference. We roll up our sleeves and pitch in. This allows us to personally meet the people who are at the receiving end of our efforts – to speak to them, learn about their needs, and get involved first-hand.

Each year, our employees actively volunteer with many of the charities we support corporately. We call it “Tangerine in the Community.” The following examples illustrate what we accomplish through our Tangerine in the Community activities:

### Community Gym: Train Like a Raptor

In celebration of International Women's Day on March 6, Tangerine hosted a Community Gym at Scotiabank Arena for young girls from the Greater Toronto Area and surrounding areas. As part of the initiative, these young athletes were invited to participate in a session of basketball drills and activities, and listen to a panel discussion on the topic of Women in Sport and Business. The panel included sports and business leaders in the community. The evening concluded by presenting attendees with Raptors merchandise and complimentary Raptors tickets, making it an exceptional and memorable experience for them.

### Lady Ballers Camp

Lady Ballers Camp is a not-for-profit charitable organization that develops girl-centered programs encouraging non-competitive physical, emotional, and educational development. In their commitment to social change, their mandate is to create equitable access to recreational and sporting programs for all, regardless of their socioeconomic background.

Tangerine continued our partnership with Lady Ballers Camp in 2020, sponsoring initiatives such as their first annual Lady Ballers Boxify Camp – Right to Learn, Right to Play. Young girls from marginalized communities participated in an 8-week program with a focus on staying active and connected through various virtual activities. These activities included educational workshops on STEM learning and financial wellness as well as eating healthy and staying fit.

The program concluded with over 2,400 hours of camp participation by the girls and thousands of items distributed each week to complement their learning.

## Number of Employees in Canada

Province of Employment	Full-Time	Part-Time	Total
Alberta	1	3	4
British Columbia	3	2	5
New Brunswick	120	13	133
Ontario	1,017	35	1,052
Québec	7	0	7
<b>Grand Total</b>	<b>1,148</b>	<b>53</b>	<b>1,201</b>

The above numbers only include employees on Tangerine's payroll, as at October 31, 2020. Excludes casual staff and employees on leave.

## Voluntary Codes of Conduct & Public Commitments

To help ensure that your consumer rights are protected as a Tangerine Client, we have adopted several Voluntary Codes of Conduct and Public Commitments. The following guidelines outline the high standards and level of service you can expect when you bank with us.

- Code of Conduct for the Delivery of Banking Services to Seniors
- Code of Conduct for the Debit and Credit Card Industry
- Canadian Code of Practice for Consumer Debit Card Services
- Guidelines for Transfers of Registered Plans
- Code of Conduct for Authorized Insurance Activities
- Principles of Consumer Protection for Electronic Commerce: A Canadian Framework
- Plain Language Mortgage Documents
- Commitment on Modification or Replacement of Existing Products or Services
- Code of Conduct for Mortgage Prepayment Information
- Commitment on Powers of Attorney and Joint Deposit Accounts
- Commitment to Provide Information on Mortgage Security
- Commitment on the Expansion of Low Cost and No Cost Bank Accounts
- MasterCard Zero Liability Fraud Protection Public Commitment
- Interac Zero Liability Policy
- Online Payments

The Financial Consumer Agency of Canada (“FCAC”) oversees adherence to these Voluntary Codes and Public Commitments.

You may contact the FCAC in writing at: Financial Consumer Agency of Canada, 427 Laurier Ave. West, 6<sup>th</sup> Floor, Ottawa, Ontario, K1R 1B9.

Information about the FCAC and its role, and about consumer protection laws and regulations, is available at [fcac-acfc.gc.ca](http://fcac-acfc.gc.ca).

FCAC services in English: 1-866-461-FCAC (3222)

FCAC services in French: 1-866-461-ACFC (2232)

For calls from outside Canada: (613) 960-4666

Teletypewriter (TTY): 1-866-914-6097 / 613-947-7771

Fax 1-866-814-2224 / 613-941-1436

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Tangerine affiliates include:

- Tangerine Investment Funds Limited, a wholly owned subsidiary of Tangerine Bank, began serving the Canadian investing public on November 26, 1999. Tangerine Investment Funds Limited is the principal distributor of Tangerine Investment Funds and offers mutual funds in all provinces.
- Tangerine Investment Management Inc., a wholly owned subsidiary of Tangerine Bank, began serving the Canadian investing public on August 1, 2007. Tangerine Investment Management Inc. is the Manager, Portfolio Advisor and Trustee of the Tangerine Investment Funds.

## Consolidated Taxes Paid to All Governments

(In CAD rounded to the nearest thousand, for the period November 1, 2019 to October 31, 2020)

	Income Taxes	Capital Taxes
<b>Federal</b>	17,424,000	-
<b>Provincial</b>		
Newfoundland	-	-
Prince Edward Island	-	-
Nova Scotia	-	-
New Brunswick	288,000	(127,000)
Québec	24,000	-
Ontario	13,068,000	-
Manitoba	-	-
Saskatchewan	-	-
Alberta	9,000	-
British Columbia	20,000	-
Territories	-	-
<b>Total Provinces</b>	<b>13,409,000</b>	<b>(127,000)</b>
<b>Total</b>	<b>30,833,000</b>	<b>(127,000)</b>

The amounts reported in this chart are also included in the consolidated total taxes incurred by Scotiabank on page 20 of its Public Accountability Statement for 2020.

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