

Public Accountability Statement

The information presented here reflects the reporting period of November 1, 2024 to October 31, 2025.

ABM Access

Tangerine clients can 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](https://www.tangerine.ca) can be used to look up Scotiabank ABM Network locations.

Debt Financing and 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. We believe that saving money should be accessible to Canadians, and we offer a range of low-fee and no-fee Accounts that are designed to increase access for underserved and underbanked people, addressing a wide range of circumstances.

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.

Number of Employees in Canada

Province of Employment	Full-time	Part-time	Total
New Brunswick	179	8	187
Ontario	1,062	18	1,080
Grand Total	1,241	26	1,267

Note: The above numbers include active permanent and contract employees in legal entities Tangerine Investment Funds Limited and Tangerine Bank, as of October 31, 2025. Excludes casual employees, students, interns, employees on leave and contingent workers.

Community Development, Charitable Donations and Sponsorships

<i>From November 1, 2024 to October 31, 2025</i>	(rounded)
Total Charitable Donations (CAD)	\$77,245
Total Philanthropic Sponsorships (CAD)	\$357,541
Total Project Forward Spend	\$434,786
Total Employee Work-time Volunteer Hours	4,954

Tangerine Project Forward® reflects our commitment to delivering programs and initiatives that foster self confidence, leadership and acceptance in Canadian youth. We support organizations that equip young people with the tools, resources and experiences they need to take positive action in their lives and contribute to stronger, more inclusive communities. Our approach goes beyond financial support — volunteerism and hands-on engagement are fundamental to how we create impact. By spending time on the ground with the organizations we support and the youth they serve, we gain direct insight into community needs and ensure our efforts are accountable, meaningful and aligned to the outcomes we aim to deliver.

Each year, our employees actively volunteer with many of the charities we support. We call it ‘Tangerine in the Community.’

The following examples are highlights from our 2025 ‘Tangerine in the Community’ initiatives:

International Women’s Day Community Gym – March 11, 2025

Tangerine celebrated International Women’s Day by hosting a Community Gym event at Scotiabank Arena for 100 girls from Tangerine Project Forward® organizations. With an all-women coaching staff—featuring Tangerine ambassador and Olympian Kia Nurse—and a panel of female leaders, participants engaged in skill-building activities on and off the court, as well as behind-the-scenes tours of a professional arena. The event generated significant media coverage for the bank and its partners, underscoring Tangerine’s commitment to fostering confidence, inclusion and leadership in youth across Canada.

Tangerine’s 28th Birthday in the Community – April 27, 2025

Tangerine marked its 28th birthday with a day of community impact. Through our ‘Birthday in the

Community’ initiative, 216 employees volunteered with local organizations in Toronto, Ottawa and Moncton, contributing 1,098 hours in a single day. Tangerine Project Forward® also provided surprise donations to partner organizations, including The 519, Earth Rangers, Youth Without Shelter, Ernestine’s Women’s Shelter, Native Canadian Centre of Toronto and Lay-Up Basketball—reflecting our commitment to strengthening communities through hands-on involvement and meaningful support.

YMCA Cedar Glen – June 6, 2025

Tangerine Project Forward® supported YMCA Cedar Glen by volunteering at its 263-acre outdoor education centre to help prepare the grounds for summer programming. Tangerine employees, alongside friends and family, refreshed key facilities and enhanced shared spaces for youth and adults. The initiative reflects Tangerine’s belief that meaningful community impact is created through the combined power of volunteer time, collaboration and dedicated support.

Supporting Seniors

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.

Our Senior's Champion leads and advocates our approach to ensure we meet the diverse banking and accessibility needs of seniors. This work is guided by our commitment to the seven principles of the [Code of Conduct for Delivery of Banking Services to Seniors](#) (the Code). Here's how we support the Code:

**Principle 1:
Banks will establish and implement appropriate policies, procedures and processes to support the Code**

- Internal policies and procedures support our employees when they're engaging with our senior clients. These policies and procedures include a series of training modules and internal resources to assist employees in recognizing circumstances where seniors may need additional assistance with their banking activities and identifying and escalating incidents of suspected financial abuse or fraud.
- Our escalation procedures connect frontline employees with management and support departments to help seniors with complex or unique circumstances.
- Our *Seniors Customer Policy* enables our partners to consider seniors' needs in the design and delivery of banking solutions and services.
- The seven principles of the Code are included in our regulatory compliance management framework, which ensures regular reviews of our policies and procedures.
- Our Seniors Team ensures the Bank remains compliant with the Code while also formalizing and executing a strategic roadmap that considers the needs of our senior clients.

**Principle 2:
Banks will communicate effectively with seniors**

- The [Seniors Centre](#) in the Help Centre section of our website consolidates valuable resources to help seniors bank with confidence. It provides information on digital and online banking services, accessibility features, security and protection against fraud.
- The *Seniors Centre* also includes helpful information on topics such as Powers of Attorney (POA) and joint Accounts.
- Our blog, now called [The Juice](#), includes financial literacy content on how seniors can make the most of their money. It also brings awareness to common financial scams impacting seniors and what they and their families can do to protect themselves.
- We're committed to meeting the accessibility needs of our senior clients in a variety of ways, including:
 - ABMs that are physically accessible and include audio navigation for clients who are visually impaired
 - Accessible or alternate document formats available upon client request
- Our website also features a [Security Centre](#), which provides clients with tips on avoiding fraud and instructions for those who suspect they've fallen victim to fraud.

**Principle 3:
Banks will provide appropriate training to their employees and representatives who serve seniors**

- Client-facing employees and third-party representatives who sell bank products or services must complete training that equips them with the knowledge and skills needed to effectively communicate with senior clients, including employee procedures on identifying and escalating concerns.

Topics include:

 - Senior client overview
 - Senior-friendly practices
 - Understanding mental capacity and decision-making
 - Power of Attorney and joint Accounts
 - Fraud and financial abuse
- Refresher training for existing employees must be completed every two years. Refresher training to be developed and deployed in 2026.

Supporting Seniors (cont.)

Principle 4:

Banks will make appropriate resources available to client-facing employees and representatives to help them understand matters relevant to seniors' banking needs

- A variety of centralized resources is available and easily accessible to client-facing employees to help them understand issues relevant to the varying banking needs of seniors. Resources, which are regularly reviewed to ensure the content remains relevant, include:
 - How to serve seniors with accessibility and online banking needs
 - Power of Attorney reference guides
 - Support material on vulnerability and recognizing potential financial mistreatment
 - Mental capacity guidelines
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Principle 5:

Banks will endeavor to mitigate potential financial harm to seniors

- Tangerine has extensive system tools (featuring advanced security protocols and built-in fraud deterrents) and investigative procedures in place to help prevent, detect and reduce financial harm to all clients, including seniors. We offer a Security Guarantee, through which we will fully reimburse clients in the event that they suffer direct financial losses due to unauthorized activity, as long as the client has met their security responsibilities.
 - Our website's [Security Centre](#) provides tips for avoiding fraud and scams, including instructions for those who suspect they've fallen victim to fraud.
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Principle 6:

Banks will take into account market demographics and the needs of seniors when proceeding with branch closures

- Tangerine is a digital bank without physical branch locations. Our digital banking model allows access to all our financial services online, through our Mobile Banking app and through our Contact Centres.
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Principle 7:

Banks will publicly disclose the steps they have taken to support the principles set out in the Code

- Our annual Public Accountability Statement outlines our commitment to the Code.
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Voluntary Codes of Conduct and 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.

- Model Code of Conduct for Bank Relations with Small and Medium Sized Businesses
- Code of Conduct for the Delivery of Banking Services to Seniors
- Code of Conduct for the Payment Card Industry in Canada
- 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 Low Cost and No Cost Accounts
- MasterCard Zero Liability Fraud Protection Public Commitment
- Interac Zero Liability Policy
- Online Payments
- Visa E-Promise
- Visa Zero Liability

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, 6th 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.

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.
- 1832 Asset Management L.P. is a wholly owned subsidiary of The Bank of Nova Scotia. 1832 Asset Management L.P. is the Manager, Portfolio Advisor and Trustee of the Tangerine Investment Funds.

Consultations:

- The Global Brand and Client Insights team leverages a broad range of research methodologies to inform decision-making related to existing and new products and services, including their design and delivery to clients.
- Research and consultation activities span across channel and product concept testing, client and employee experience research, brand health measurement, advertising testing and tracking, and competitive intelligence.
- Insights garnered from our research and client feedback, including complaint-related themes, are used to identify trends and emerging issues that may impact consumers or the public, and to inform Tangerine's brand, customer experience, and product strategies and initiatives.

Consolidated Taxes Paid to All Governments

(In CAD rounded to the nearest thousand, for the period November 1, 2024 to October 31, 2025)

	Income Taxes	Capital Taxes
Federal	67,727,000	-
Provincial		
Newfoundland	-	-
Prince Edward Island	-	-
Nova Scotia	-	-
New Brunswick	1,311,000	(187,000)
Quebec	26,000	-
Ontario	46,195,000	-
Manitoba	-	-
Saskatchewan	-	-
Alberta	20,000	-
British Columbia	-	-
Territories	-	-
Total Provinces	47,552,000	(187,000)
Total	115,279,000	(187,000)

Note: The amounts reported in this chart are also included in the consolidated total taxes incurred by Scotiabank, found on page 11 of its 2025 Public Accountability Statement.

®Forward Banking is a registered trademark of Tangerine Bank.

