

# Public Accountability Statement

The information presented here reflects the reporting period of November 1, 2020 to October 31, 2021.

**Tangerine Café Location** As at October 31, 2021  
3389 Steeles Avenue East, Toronto, Ontario

Note: Due to the circumstances of the COVID-19 pandemic, during 2021 the Tangerine Café remains temporarily closed to the public.

## 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](http://tangerine.ca) can be used to look up Scotiabank ABM Network locations.

## 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.

Our Seniors' Champion remains responsible for overseeing service to our senior Clients, given their diverse banking needs. As part of our continuing commitment, in 2021 we introduced an ongoing training program for employees and representatives who address senior Client needs.

Accessible or alternate document formats are available upon Client request, and printed materials are also available upon request. The Ways to Bank page on our website includes a Seniors Centre section to help our 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, 2020 to October 31, 2021  
(rounded)

Total Charitable Donations (CAD)	\$101,614
Total Philanthropic Sponsorships (CAD)	\$269,090
Total Employee Work-Time Volunteer Hours	750

Tangerine Project Forward™ is the embodiment of our commitment to help deliver programs and initiatives that inspire self-confidence, leadership and acceptance in Canadian youth. We believe in working with partners who provide the tools, resources and services to empower youth, so they can take positive action in their own lives and help build stronger communities. 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 initiatives:

### **Kids Help Phone & Tangerine – Supporting Black Communities Together**

In April 2021, we established a partnership with Kids Help Phone to help ensure that Black youth across Canada can access the support they deserve. Kids Help Phone committed to taking decisive action to acknowledge and eliminate any existence or influence of systemic anti-Black racism and racism across their organization, including their interactions with Black and Indigenous youth and people of colour reaching out for help.

Kids Help Phone's mission is to be always open, providing a safe and trusted place for young people in any moment of crisis or need. They continue to provide 24/7 bilingual support offered through the Crisis Text Line powered by Kids Help Phone and their phone-based professional counselling to all youth who reach out.

As part of Tangerine's Project Forward, we provide support to Kids Help Phone's Black youth initiative – RiseUP, Canada's first and only 24/7 mental health support service specifically for Black youth across the country.

In September, Kids Help Phone launched a keyword for Black youth. Black youth can text RISE (SURMONTER in French) to 686868 or Facebook Messenger to connect with a trained, volunteer crisis responder, supported by Tangerine.

### **Youth Without Shelter**

Youth Without Shelter (YWS) is a charity offering shelter and support for youth facing homelessness in the GTA.

Tangerine has been a proud supporter of Youth Without Shelter for 10 years, and we continued our support throughout 2021, including partnering with them on their annual signature fundraising event, Time 4 Change (T4C). T4C is run by YWS and community partners, aiming to educate the public about youth homelessness through fundraising and art activism involving Toronto-based students and community members. The virtual event was a month-long fundraiser, successfully reaching its goal of raising \$100,000.

Tangerine also provided much needed brown bag lunches to the youth at the shelter throughout the summer and fall. More than 2,000 lunches were distributed to the shelter.

## Number of Employees in Canada

Province of Employment	Full-Time	Part-Time	Total
Alberta	1	-	1
British Columbia	1	-	1
New Brunswick	114	10	124
Ontario	1,066	17	1,083
Quebec	3	-	3
<b>Grand Total</b>	<b>1,185</b>	<b>27</b>	<b>1,212</b>

**Note:** The above numbers include employees in legal entities Tangerine Investment Funds Limited and Tangerine Bank, as at October 31, 2021. Excludes casual employees, students, interns, employees on leave and contingent workers.

## 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.

- 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 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, 2020 to October 31, 2021)

	Income Taxes	Capital Taxes
<b>Federal</b>	31,207,000	-
<b>Provincial</b>		
Newfoundland	-	-
Prince Edward Island	-	-
Nova Scotia	-	-
New Brunswick	646,000	346,000
Quebec	32,000	-
Ontario	23,317,000	-
Manitoba	-	-
Saskatchewan	-	-
Alberta	12,000	-
British Columbia	29,000	-
Territories	-	-
<b>Total Provinces</b>	<b>24,036,000</b>	<b>346,000</b>
<b>Total</b>	<b>55,243,000</b>	<b>346,000</b>

**Note:** The amounts reported in this chart are also included in the consolidated total taxes incurred by Scotiabank on page 12 of its Public Accountability Statement for 2021.

® Forward Banking is a registered trademark of Tangerine Bank.

