



The Role of the Customer Complaints Appeals Office (CCAO)

The CCAO is the last internal step in the Scotiabank Complaint Resolution Process and provides customers with the opportunity to request a further review, and appeal the outcome, after their complaint has been investigated and a final decision has been provided in writing by a Scotiabank representative at the Escalated Customer Concerns Office (ECCO).

The primary mandate of the CCAO is to investigate unresolved customer complaints through a credible dispute resolution process that is fair, transparent and accessible. The CCAO also looks to identify and make recommendations on how Scotiabank can improve their operations, products, and services to enhance the customer experience.

Investigations are conducted based upon the documentation and other evidence provided by the customer and the Bank, enabling both parties to present their interest in seeking a resolution.

Any recommendations that may be brought forward in an effort to reach a fair and balanced solution are non-binding and parties are free to pursue other remedies if an agreement is not reached. The service offered by the CCAO is free of charge to all Scotiabank customers.

The CCAO requires all concerns to be submitted in writing. There are some areas that fall outside the mandate of our office, including investigations about credit decisions, service fees, interest rates, matters in litigation, and other matters of general policy.

For additional information, please refer to our website at scotiabank.com/ca/en/about/contact-us/customer-care/how-to-resolve-your-complaints.html

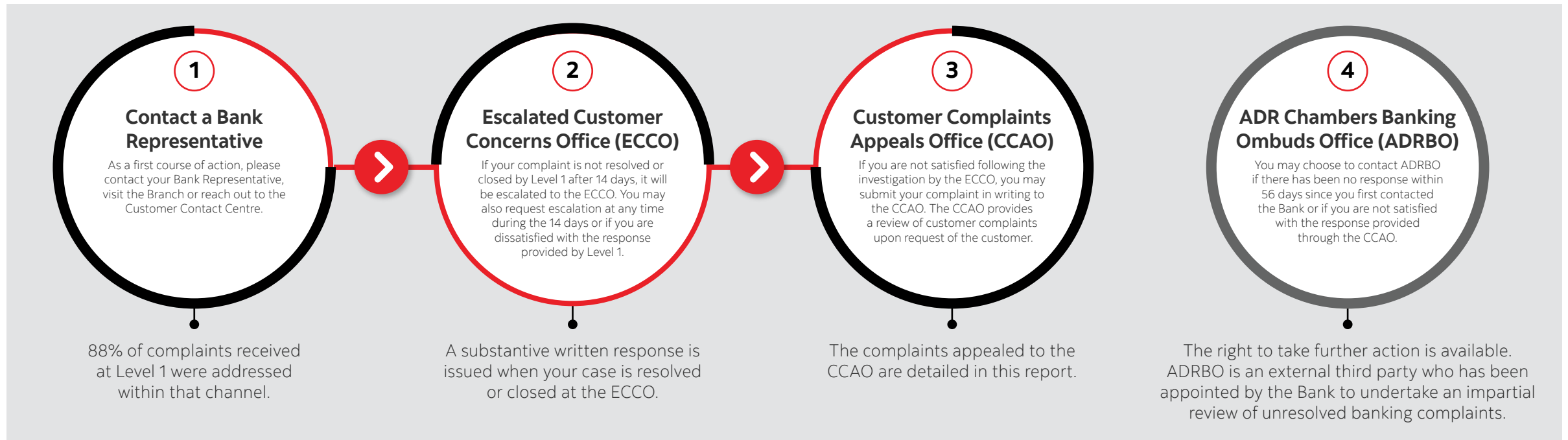
CCAO Annual Report

FISCAL 2023

NOVEMBER 1, 2022 – OCTOBER 31, 2023

Scotiabank[®]

Pathways to Complaint Resolution



CCAO Investigation

We will investigate once we have obtained customer consent to proceed, and once the customer acknowledges understanding the process to be followed, agreeing to maintain the confidentiality of the CCAO's files and all correspondence. The complaint must materially relate to Scotiabank operations in Canada.

While we investigate the majority of concerns which are escalated to us, the CCAO does not:

- review complaints about matters of general policy (such as interest rates, service fees or account closures);
- reverse or alter credit decisions;
- review matters that are in litigation, are being handled by lawyers on behalf of the Bank or have already been decided by the courts or administrative tribunals; or
- review complaints related to transactions for which records no longer exist.

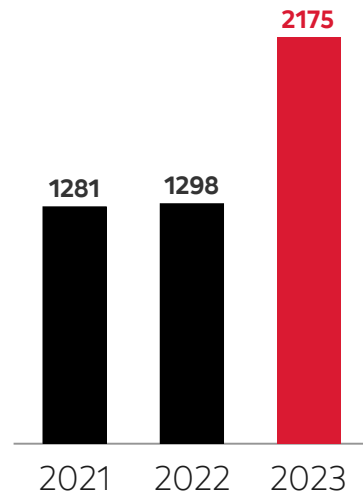
If it is determined that a complaint does not fall within our mandate, we will investigate to confirm that regulatory requirements have been met and the Bank has followed proper procedures. An explanation letter will be issued to the customer, and the option to appeal the Bank's decision to the External Complaints Body (ECB) is still available.

As part of our process, we will ask you for any information that you have that you think will help us investigate the complaint.

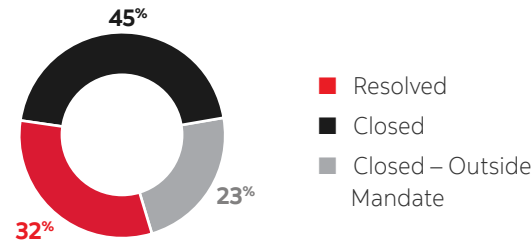
- We will also ask Scotiabank employees for any relevant information.
- We may discuss this matter with you and with employees of Scotiabank or its affiliates who are involved in this matter or who can assist in the investigation.
- We may need to share any information you provide to us (including personal information) with employees of Scotiabank or its affiliates for the purpose of investigating your complaint.

At the end of our investigation, we will provide you with the CCAO's findings, which will either outline our recommended resolution in the hope of resolving your complaint in a fair manner or support the actions taken by Scotiabank. If we recommend compensation, a signed Release will be required before we instruct the Bank to complete a payment.

CCAO Case Reviews Completed



2023 Case Reviews by Outcome

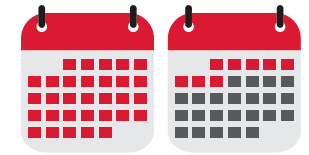


We consider a case to be resolved if we believe we have resolved the case to the satisfaction of the customer.

We consider a case to be closed if we have been unable to resolve the case to the satisfaction of the customer.

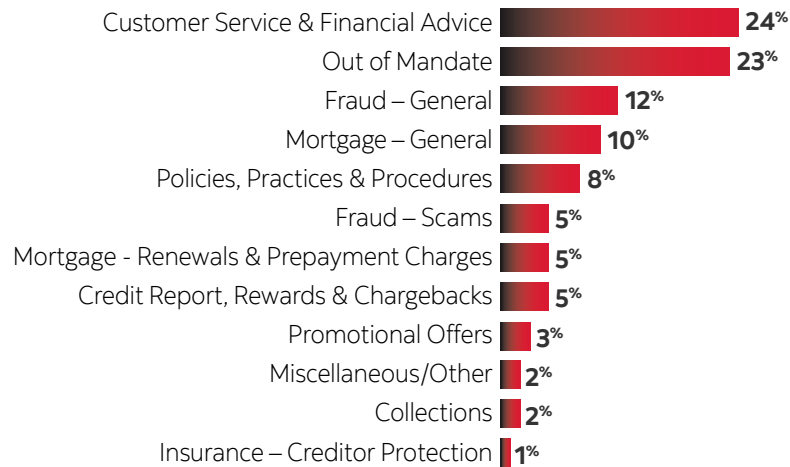
2023 Case Reviews by Time to Close

The average time taken was **39 days**.

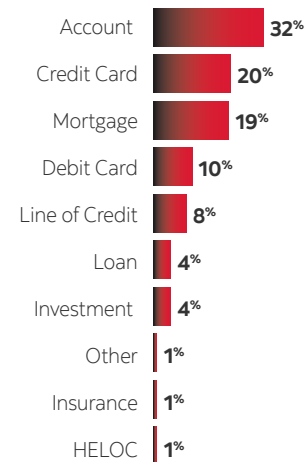


The average time taken by the Bank to investigate a complaint from the date the complaint was first received to the date of the CCAO Substantive Written Response.

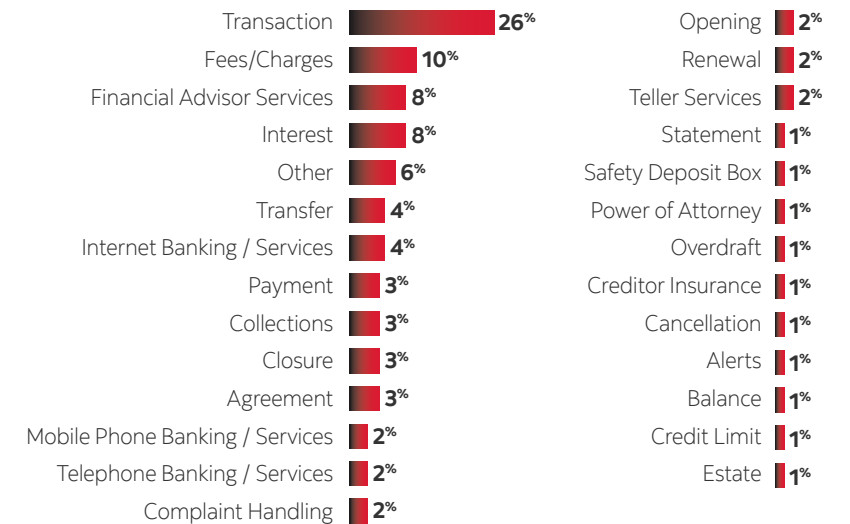
2023 Case Reviews by Nature of Complaint



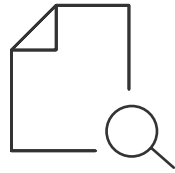
2023 Case Reviews by Product



2023 Case Reviews by Service



Tips to help you avoid common concerns



IMMEDIATELY REVIEW YOUR STATEMENTS CAREFULLY

Your agreements for your Scotiabank debit or credit card accounts require you to review your account balance to verify all transactions have been properly recorded (for a debit card) or to review your statements each month (for your credit card) to ensure there are no unauthorized transactions on your accounts.

If you do not notify the Bank promptly of any problems, such as a transaction that you do not recognize or may suspect as fraudulent, that indicates to the Bank that you agree with the contents of the statement and consider it to be correct. Further, this will be taken as confirmation from you that all transactions on your account or a statement have been authorized by you or any other account holders/cardholders. The account agreement for each product or service provides more details including timelines to review your statement. Please refer to your applicable account agreement.

It is, therefore, important that you review your statements carefully when you receive them and notify the Bank immediately if you find a problem.



REVIEW YOUR MORTGAGE ACCOUNT AGREEMENTS

Have you read your Mortgage agreements? Be sure to review your Mortgage documents to understand your obligations and options to manage your Mortgage. By reviewing your Mortgage terms and conditions, you will understand your renewal options, how prepayment charges are calculated and other factors you need to consider if you are considering renewing, moving, selling, switching or refinancing.

If you want details on Mortgage Prepayment options or information about how the Bank calculates prepayment charges, information can be found on [scotiabank.com](https://www.scotiabank.com) within the Mortgage Centre under the heading “Understanding Mortgage Prepayments and Charges”. The online Mortgage Centre also provides tools, videos, articles and resources to answer your mortgage questions.

Renewal tip: The Bank requires your Mortgage renewal instructions in writing prior to the maturity date and will not accept instructions from a third party. Without instructions from you or full payout on or before the maturity date, your Mortgage will auto-renew to a 6 month closed term. If you do not wish your Mortgage auto-renewed at maturity you must contact the Bank, prior to maturity, to discuss your options and provide renewal instructions.



PREVENT FRAUD

Fraudsters are refining their scams to be more believable and harder to recognize. The velocity of fraud attacks is increasing rapidly and responding to the changing dynamics of fraud requires constant vigilance and education. Scammers take advantage of many delivery channels, including social media, telephone calls, text, and email messages to try to steal personal data (to use in future attacks) and money.

Phishing attacks remain the most prolific type of scams. Phishing is a form of fraud where cyber criminals use emails to trick you into providing personal or sensitive information that can be used for fraudulent purposes. You may be asked to disclose confidential financial and personal information, like passwords, credit card numbers, access codes, or tax identification numbers. Phishing emails tend to look authentic, featuring corporate logos and layouts like those used by institutions for legitimate communications.

Similar to phishing, smishing is when fraudsters will send scam messages through text (SMS).

Be aware that some phishing and smishing scams try to trick you into downloading malicious software (malware) onto your computer or phone. Fraudsters do this by disguising malware as normal file attachments or as links within emails and text messages. Once downloaded, malware can delete, corrupt or encrypt (lock) your files and steal sensitive personal or financial data.

As well, many bad actors are taking advantage of the heightened interest around cryptocurrencies. Often crypto scams are promoted on social media or dating sites. As a potential investor, first do your research into investments, companies and those behind them before investing. Verify

if the crypto company you are interested in is registered by using the national registration tool ([aretheyregistered.ca](https://www.aretheyregistered.ca)) with the Canadian Securities Administrators.

Online, also be wary of fraudsters posing as legitimate sellers offering products they don't have. Red flags before making an online purchase include: the site looks poorly designed, you can't find an address or phone number for the business, and you're asked for credit card information anytime other than when you are making the purchase.

Other scams include; impersonation scams where fraudsters pose as Bank officials, law enforcement or government representatives and request information about or access to your personal and financial information, including your unique One-time Password (OTP). The Bank will never ask you to disclose this information. Fraudsters will spoof numbers of credible businesses so if the conversation seems off or urgent in nature, hang-up and call your Bank back directly. Emergency or grandparent scams have also become increasingly common. If someone calls and alleges they are in an emergency and need money, do not immediately give financial resources. First verify the identity of the caller and ask unique questions that cannot be answered by strangers. Never give out personal or financial information and hang up on suspicious calls immediately.

Scotiabank also has updated information on ways customers can protect themselves from fraud on our cybersecurity and fraud hub online. For more information regarding scams, please visit our website: Identifying Common Scams. (<https://www.scotiabank.com/ca/en/security/identify-common-scams.html>).

Scotiabank Customer Complaints Appeals Office

Scotiabank's detailed Complaint Resolution Process can be found online at:

<https://www.scotiabank.com/ca/en/about/contact-us/customer-care/how-to-resolve-your-complaints.html>

Contact

Email ccao@scotiabank.com

Mail Scotiabank Customer Complaints Appeals Office
44 King Street West
Toronto, ON M5H 1H1