

2014 Annual Report

Scotiabank Ombudsman

The Year in Review

The Canadian economy, like the global economy, continued to expand at a moderate rate in 2014 for the second year in a row.

At Scotiabank's Office of the Ombudsman, the number of complaints we received rose by about 5% in 2014.* We opened (572) and closed (560) more cases than ever before. Despite this increased volume, we managed to resolve all of the complaints we handled in 2014 in less than 90 days for the first time ever. While the number of banking complaints remained stable, investment complaints rose almost 50% (from 62 to 92). Complaints from small businesses again accounted for only a small percentage (about 3%) of the 456 full investigations and early resolutions we opened in 2014, with the remainder coming from retail clients.

Finally, in the interest of enhanced transparency, we have expanded the information in the following charts that provide more details of our work in 2014.

Charles Dougall



[Click here](#)

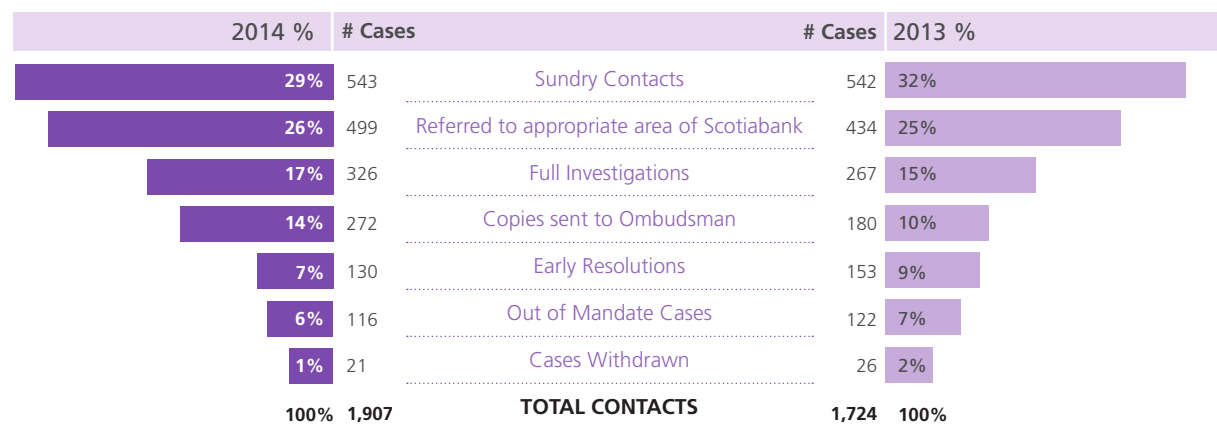
for more information about Scotiabank's Ombudsman's Office and its complaint resolution process.

* For Scotiabank and the other major Canadian banks, the fiscal year runs from November 1st to October 31st. Therefore, in this report, 2014 refers to the period between November 1, 2013, and October 31, 2014.

Two-Year Comparative Statistical Data

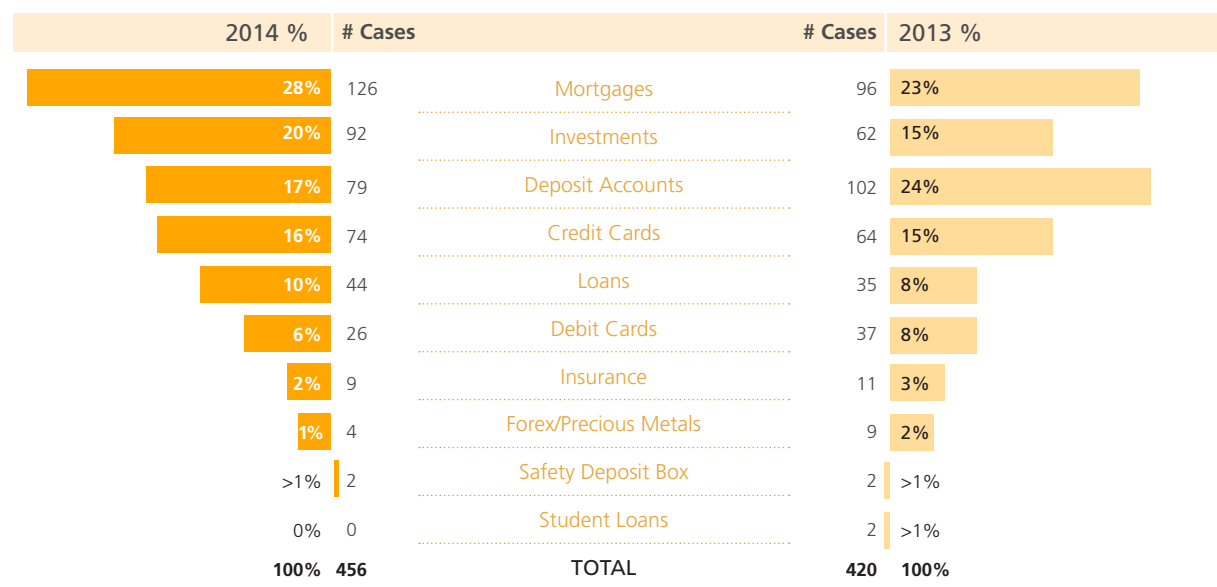
Contacts by Type

The total number of contacts increased by about 10% this year. The cases opened by our office dropped from 33% to 31% of the total. Sundry Contacts (mainly inquiries about the Scotiabank complaint process) also dropped, from 32% to 29%, while cases Referred to the appropriate area of Scotiabank and Copies sent to our office rose from 35% to 40%.



Cases by Product

Mortgages returned to the highest category by volume and Investment complaints climbed from fourth to second. With Deposit Accounts and Credit Cards, these four categories account for more than three-quarters of our complaints.



Two-Year Comparative Statistical Data

(cont'd)

Contacts by Reason

Again this year, Policy and Service/Operational made up more than 70% of the complaints we handled.

2014 %	# Cases		# Cases	2013 %
38%	173	Policy	166	39%
33%	150	Service/Operational	146	35%
10%	47	Service/Staff	58	14%
10%	44	Compliance	15	4%
5%	25	Credit	22	5%
2%	10	Privacy	11	3%
2%	7	Statements/Documents	2	>1%
100%	456	TOTAL	420	100%

Cases by Geographic Breakdown

The geographical breakdown has remained fairly consistent year over year. The one significant change in 2014 was the increase in the number of complaints received from Ontario outside the Greater Toronto Area*.

2014 %	# Cases		# Cases	2013 %
31%	141	Greater Toronto Area*	147	35%
27%	121	Other Ontario	88	21%
12%	55	Quebec	59	14%
11%	48	Alberta	45	11%
10%	47	British Columbia	41	10%
3%	13	Nova Scotia	15	4%
3%	12	Manitoba	7	2%
2%	8	New Brunswick	8	2%
1%	6	Saskatchewan	5	1%
1%	5	Newfoundland & Labrador	5	1%
100%	456	TOTAL	420	100%

*The Greater Toronto Area is made up of the city of Toronto and the four Regional Municipalities that surround it (Durham, Halton, Peel and York).

Five-Year Comparative Statistical Data

Cases Opened

In 2014, we opened more cases than ever before as our overall volumes increased by about 5%. Early Resolutions and Out-of-Mandate Cases both decreased while Full Investigations increased by more than 20%.

	Out of Mandate Cases	Early Resolutions	Full Investigations	TOTAL
2014	116	130	326	572
2013	122	153	267	542
2012	111	135	226	472
2011	120	131	227	478
2010	150	51	218	419

Cases Closed

We closed 560 cases in 2014, more than in any previous year. Once again, Early Resolutions and Out-of-Mandate Cases decreased while Full Investigations rose more than 15%.

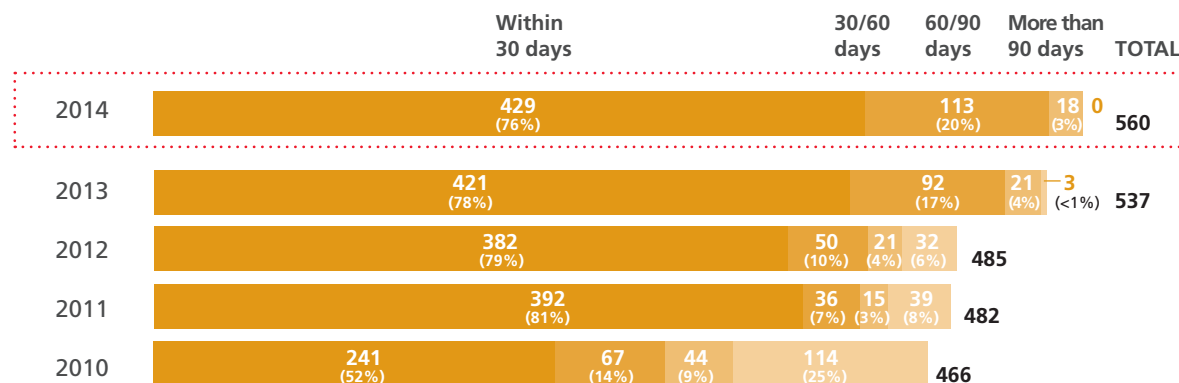
	Out of Mandate Cases	Early Resolutions	Full Investigations	TOTAL
2014	117	134	309	560
2013	121	148	268	537
2012	111	136	238	485
2011	120	131	231	482
2010	151	51	264	466

Five-Year Comparative Statistical Data

(cont'd)

Time to Conclusion

Despite falling from 78% closed in 30 days to 76%, we had no cases take more than 90 days to resolve for the first time ever.



Investigation Outcomes

Agreement Reached indicates our office accepted the resolution requested by the client and Partial Agreement indicates that a mutually agreeable compromise was reached between the client and Scotiabank. The percentage of clients with whom we reached full or partial agreement dropped from 37% to 34% in 2014.

