



SCOTIABANK TRINIDAD AND TOBAGO LIMITED

MEDIA RELEASE

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Best Consumer Digital Bank 2021 - Scotiabank Trinidad and Tobago.

Scotiabank has been named Trinidad and Tobago's Best Consumer Digital Bank 2021 by Global Finance (New York).

Commenting on the award, Gayle Pazos, Managing Director, Scotiabank Trinidad and Tobago indicated "We are thrilled that our progress on our digital front has been recognised. Thanks to our customers for their continued trust in us as we help them manage the effects of the pandemic, as well as our winning team of employees who continue to demonstrate their resiliency, ensuring our customers' needs are met."

Pazos continued "Supporting our customers during this time remains a priority. In our efforts to help customers Stay Home and Stay Safe, we quickly deployed and continue to deploy a significant number of resources as well as a series of initiatives and customer education programmes to help them bank digitally. This led to an increase of over 1.4 million online and mobile transactions from the onset of the pandemic, a true testament of our customers' confidence in our digital platforms."

"The ongoing pandemic has given us an opportunity to not only leverage our technological capabilities but also actively listen more to what our customers are saying. Many of the enhancements we have made are as a direct result of their feedback and we remain committed to driving further improvements towards safer, faster and more convenient banking" Pazos concluded.

Winning banks were selected based on the following criteria: strength of strategy for attracting and servicing digital customers, success in getting clients to use digital offerings, growth of digital customers, breadth of product offerings, evidence of tangible benefits gained from digital initiatives, and web/mobile site design and functionality. Read more about the awards [here](#).

Scotiabank Trinidad and Tobago's award for Best Consumer Digital Bank comes on the heels of Scotiabank's global recognition for innovation in financial services by The Banker's Global Innovation in Digital Banking Awards 2021. The Most Innovative in Data award acknowledges the Bank's investments in data and analytics, as well as its commitment to delivering a more personalized customer experience.



About Scotiabank

Scotiabank is a leading bank in the Americas. Guided by our purpose: "for every future" we help our customers, their families and their communities achieve success through a broad range of advice, products and services, including personal and commercial banking, wealth management and private banking, corporate and investment banking, and capital markets. With a team of over 90,000 employees and assets of approximately \$1.2 trillion (as at July 31, 2021), Scotiabank trades on the Toronto Stock Exchange (TSX: BNS) and New York Stock Exchange (NYSE: BNS). For more information, please visit <http://www.scotiabank.com> and follow us on Twitter @ScotiabankViews.