



SCOTIABANK TRINIDAD AND TOBAGO LIMITED

MEDIA RELEASE

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Scotiabank creates a more inclusive customer experience with Sign Language training for employees.

World Sign Language Day is observed on the September 23, and we are reminded of the unique experiences that deaf and hard of hearing persons live daily, including that they do not always enjoy equal or convenient access to banking services and often need to communicate through a third party. Scotiabank has adopted a more inclusive approach to the customer experience journey, through having sign language trained front-line employees at each branch.

"Providing the best banking services means creating an environment that takes into account and respects the requirements and needs of all our customers. Having employees trained in sign language enables them to communicate more effectively with deaf and hard of hearing customers. It also supports customers' ability to carry out their banking transactions with complete independence, boosting their confidence and comfort in dealing with the Bank "commented Gayle Pazos - Senior VP and Managing Director, Scotiabank.

Since 2021, front line employees across the Bank's branches have participated in a series of educational training on Finger Spelling, Sign Language Vocabulary, Basic Communication and Banking Communication. To date, just under 50 employees have been certified and the Bank remains committed to rolling out continued training for more employees in the near future.

"We're proud that 95% of branches have certified employees who aim to provide a more positive, hands on and inclusive experience for the deaf and hard of hearing community" Pazos concluded.

A deaf customer of the San Fernando branch commented "Now that Scotiabank has sign language as a tool, everyone gets an opportunity to communicate privately without the need for an interpreter. I am happy that my community can now access banking services easier."

Employees have also provided positive feedback. Akilla Morton of the Lowlands Branch indicated "Participating in the training has allowed me to have a greater appreciation, basic understanding and means of communicating with members of the deaf and hard of hearing community who visit the branch. I have already used what I learnt to communicate with deaf and hard of hearing customers in a simpler and more effective way."

Shebeka Diaz of the Arima branch stated "This training has helped me provide excellent customer service. I enjoy seeing the smile on my customers' faces as I can communicate with them in their preferred way of understanding. I am proud to be a part of a Bank that has adopted such an inclusive initiative, showing care for all members of society."

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 \$1.3 trillion (as at July 31, 2022), 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 @Scotiabank.

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