

Your banking experience matters to us.

We are aware that a few weeks ago, some of our clients may have noticed duplicate transactions on their credit and debit card account(s). The matter was confirmed to be an issue with the merchants' processing bank.

We are sorry about the confusion this has caused. Over the past week, our team worked tirelessly to review and verify the data, and we are pleased to confirm that our clients who were negatively impacted by the issue were reimbursed for the difference posted to their account(s) - during the period 23-25 October, 2023.

Thank you for your understanding during this time.

Please let us know whether you have any questions or concerns. We're here to help.

Call us on 62SCOTIA or send an email to CustomerCareTT@scotiabank.com