



# Scotiabank Trinidad and Tobago Limited Investor Presentation

*29 January 2007*



# AGENDA

**Opening Remarks**

**Financials**

**Sales and Service**

**ScotiaLife**

**Efficiency Platform**

**Human Resources**

**Closing Remarks**

**Questions**

**Richard P Young**

**Adrian Lezama**

**Earl Gill**

**Robert Soverall**

**Mahadeo Seebarath**

**Martin De Gannes**

**Richard P. Young**



---

**Investor Presentation, 29 January 2007**



# Driving sustained, profitable growth



Sales & Service



Complementary  
Business



Efficiency  
Platform



Acquisitions

## People



Investor Presentation, 29 January 2007



# FINANCIALS



Investor Presentation, 29 January 2007



# 2006 – A Record Year

## 2006 Results vs. 2005

- ✓ EPS : 178.7¢ - up 38.7%
- ✓ ROE : 25.05% vs. 20.72%
- ✓ ROA : 3.70% vs. 3.16%
- ✓ Productivity : 41.93% vs. 45.55%

## Another Dividend Increase

- ✓ + 16.7 cents to 70 cents

## Strong Capital Ratio – 19.23%

## Other Achievements

- ✓ Loan Growth : \$1.4B or 26% to \$6.9B
- ✓ 1 : 2 bonus issue to shareholders



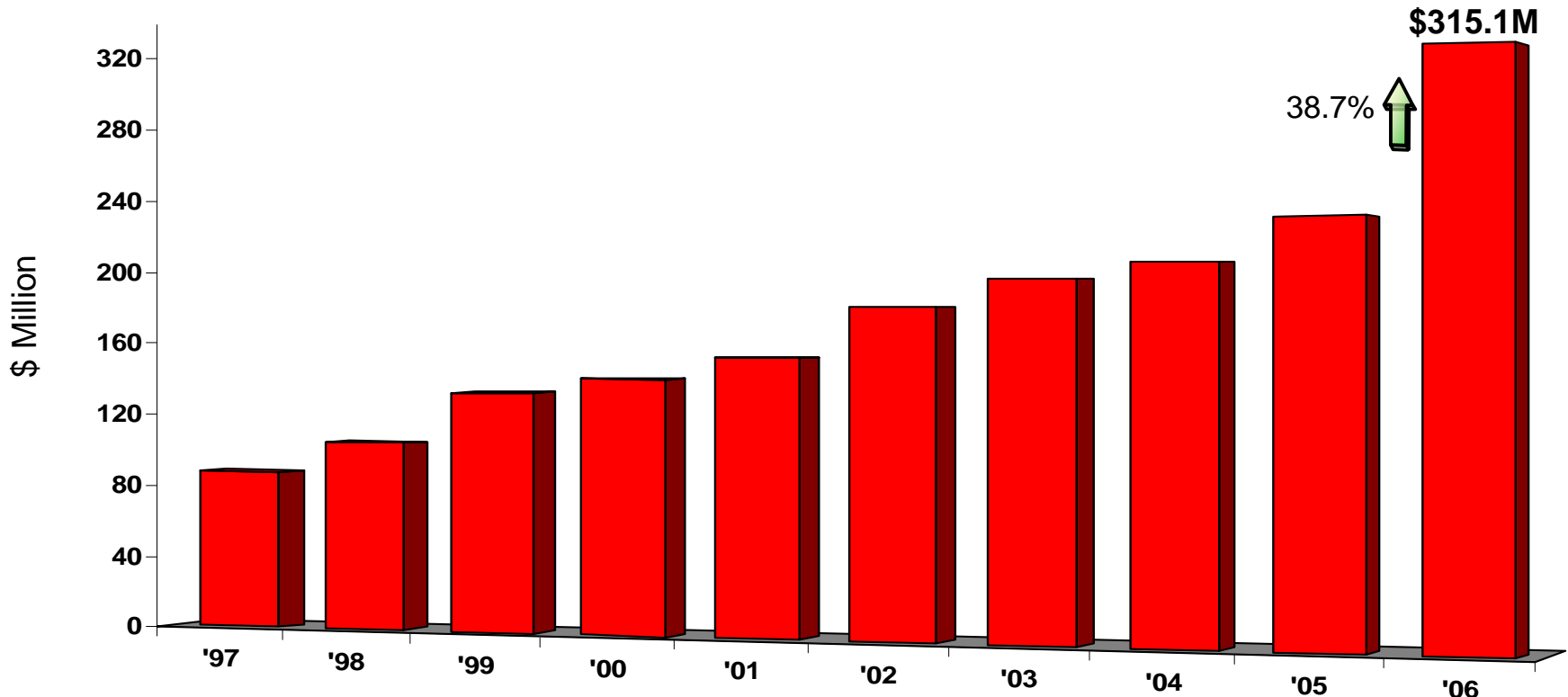
## FINANCIALS

Investor Presentation, 29 January 2007



# Consolidated Profit after Tax

9 – Year CAGR \* : 15.27%



\* Compounded Annual Growth Rate

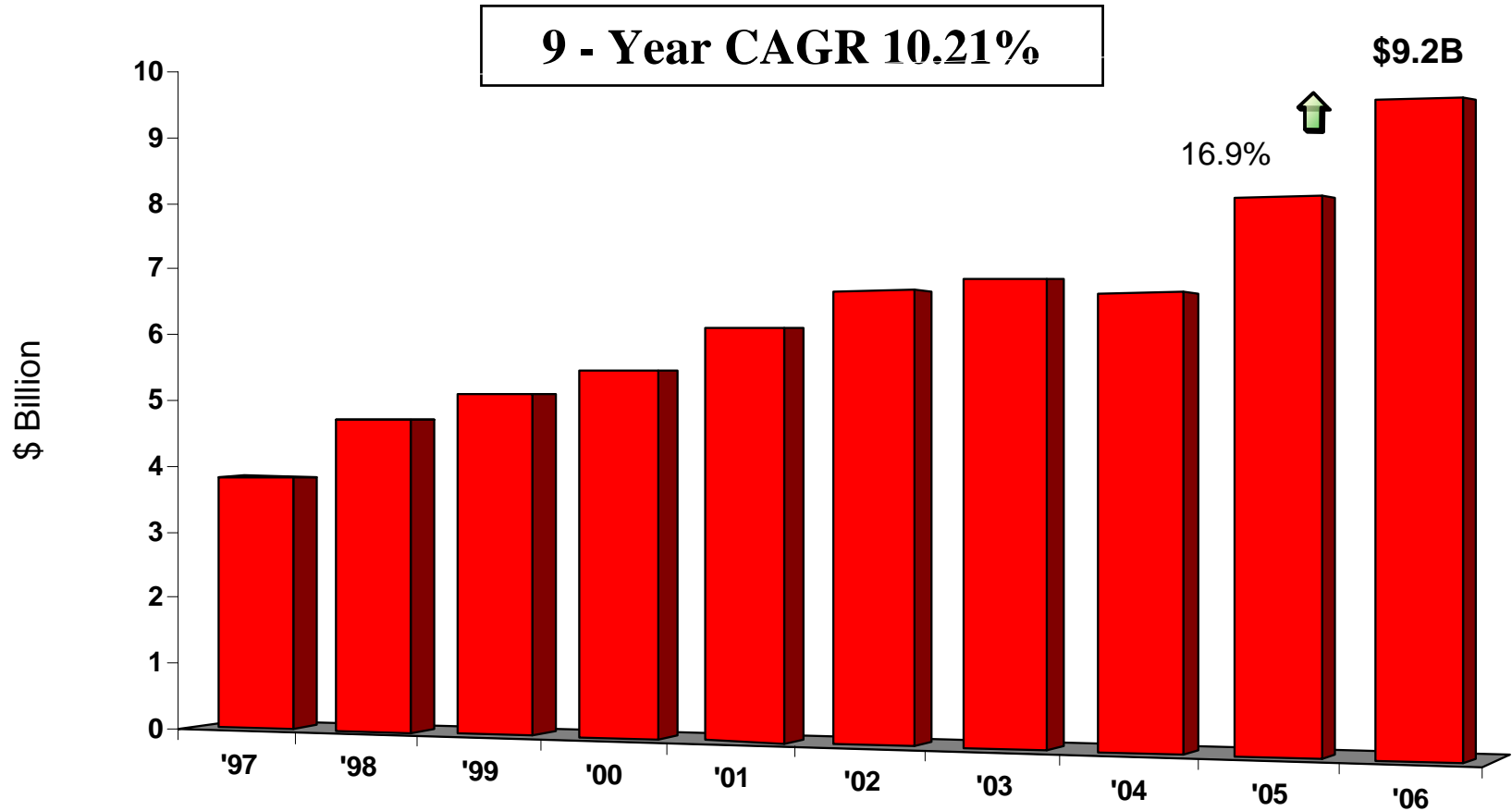


## FINANCIALS

Investor Presentation, 29 January 2007



# Consolidated Assets

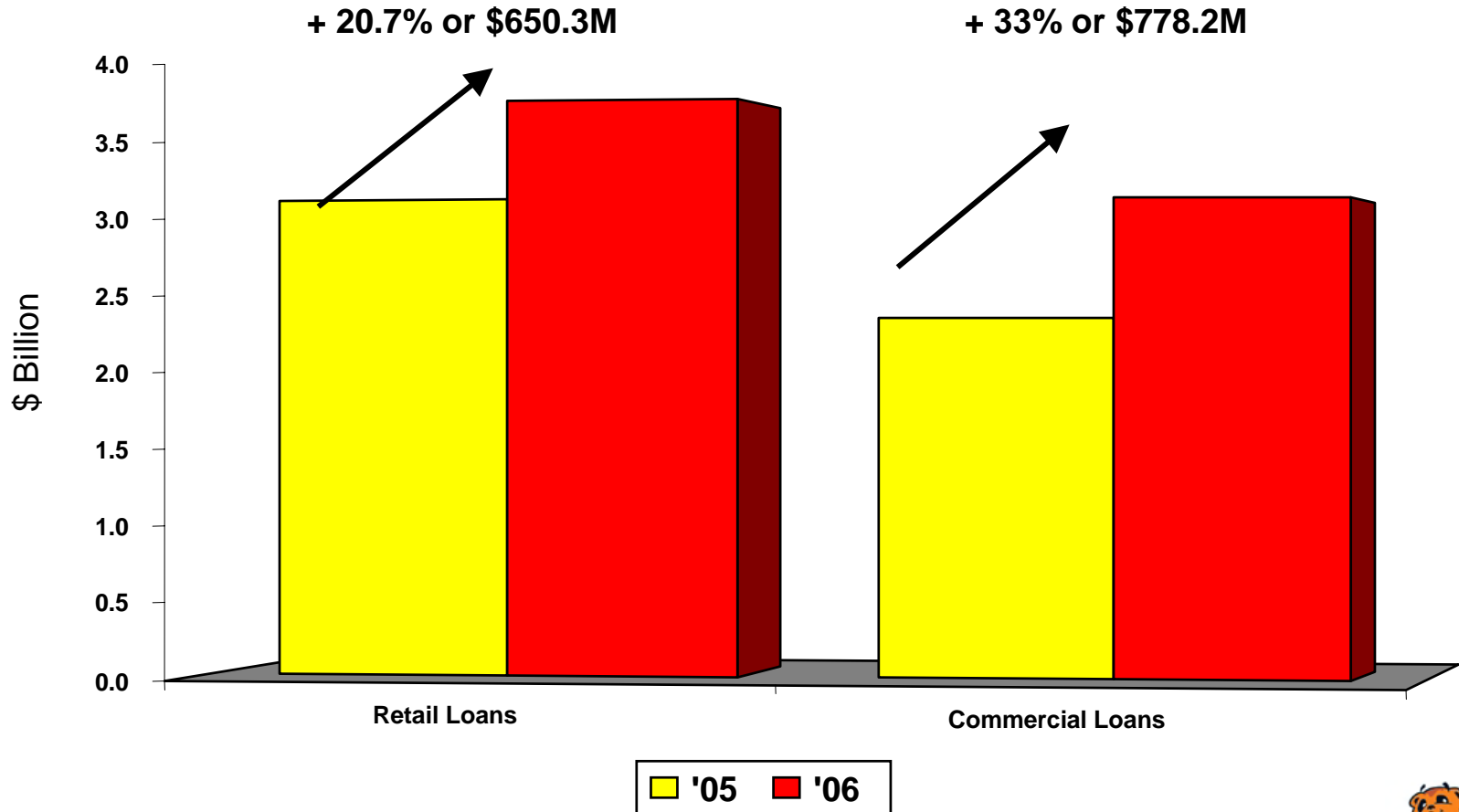


## FINANCIALS

Investor Presentation, 29 January 2007



# Strong Loan Growth



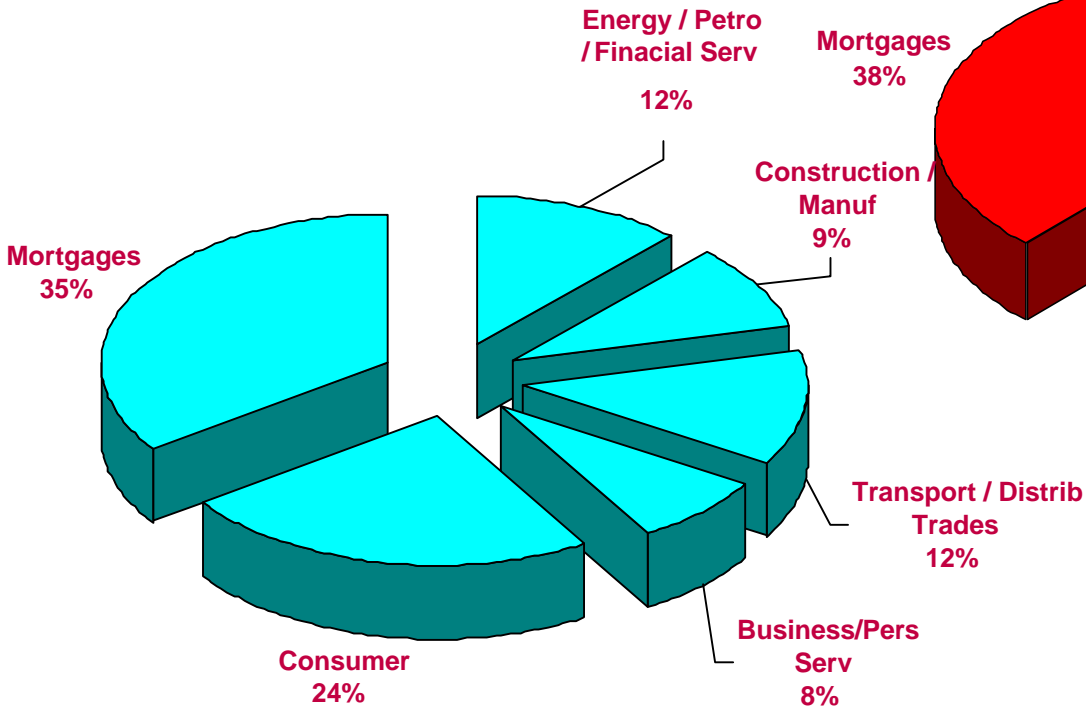
## FINANCIALS

Investor Presentation, 29 January 2007

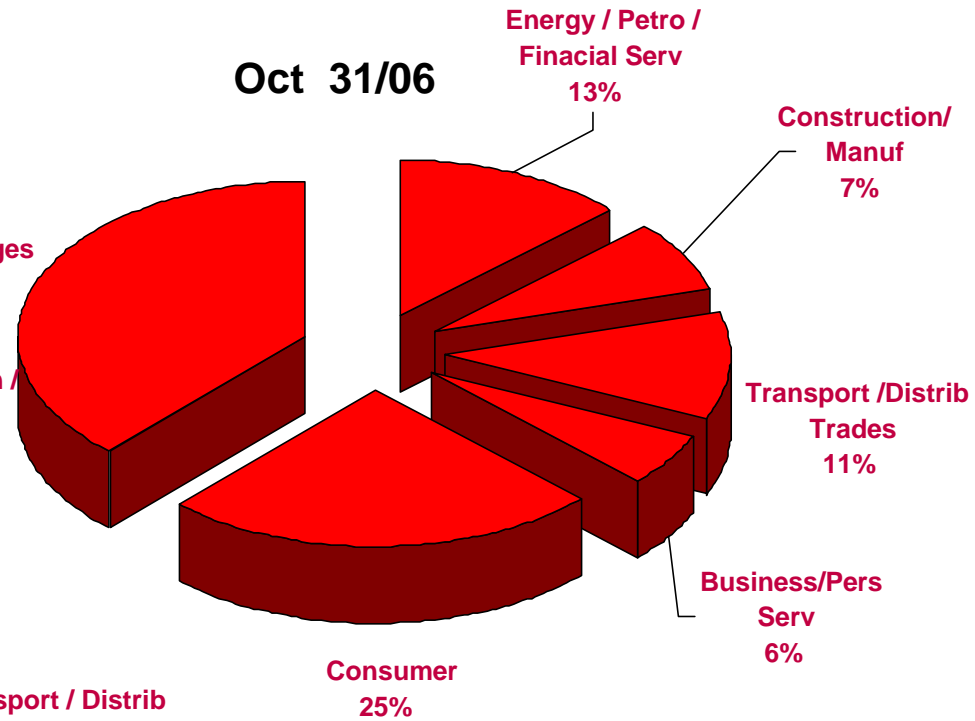


# Group Credit Concentration

Oct 31/05



Oct 31/06



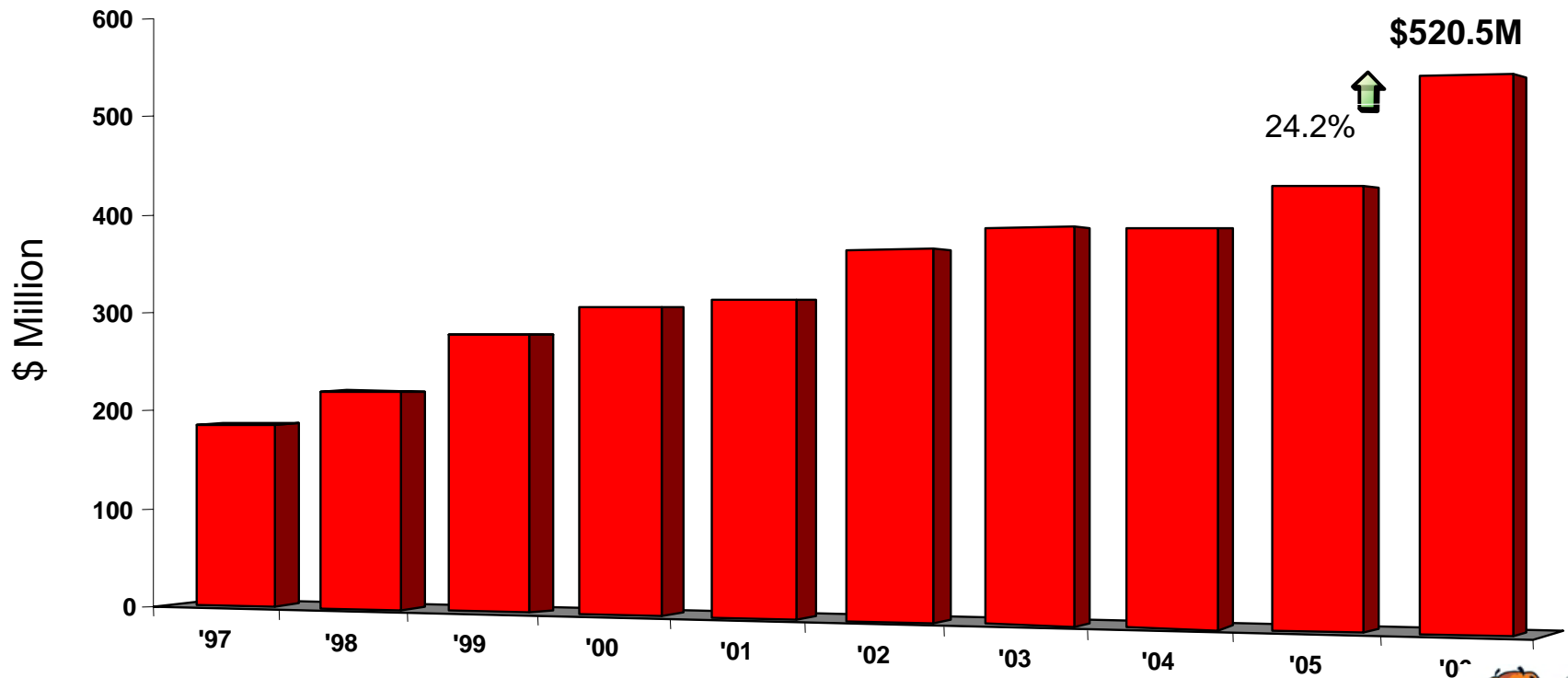
## FINANCIALS

Investor Presentation, 29 January 2007



# Net Interest Income

9 – Year CAGR – 12.14%



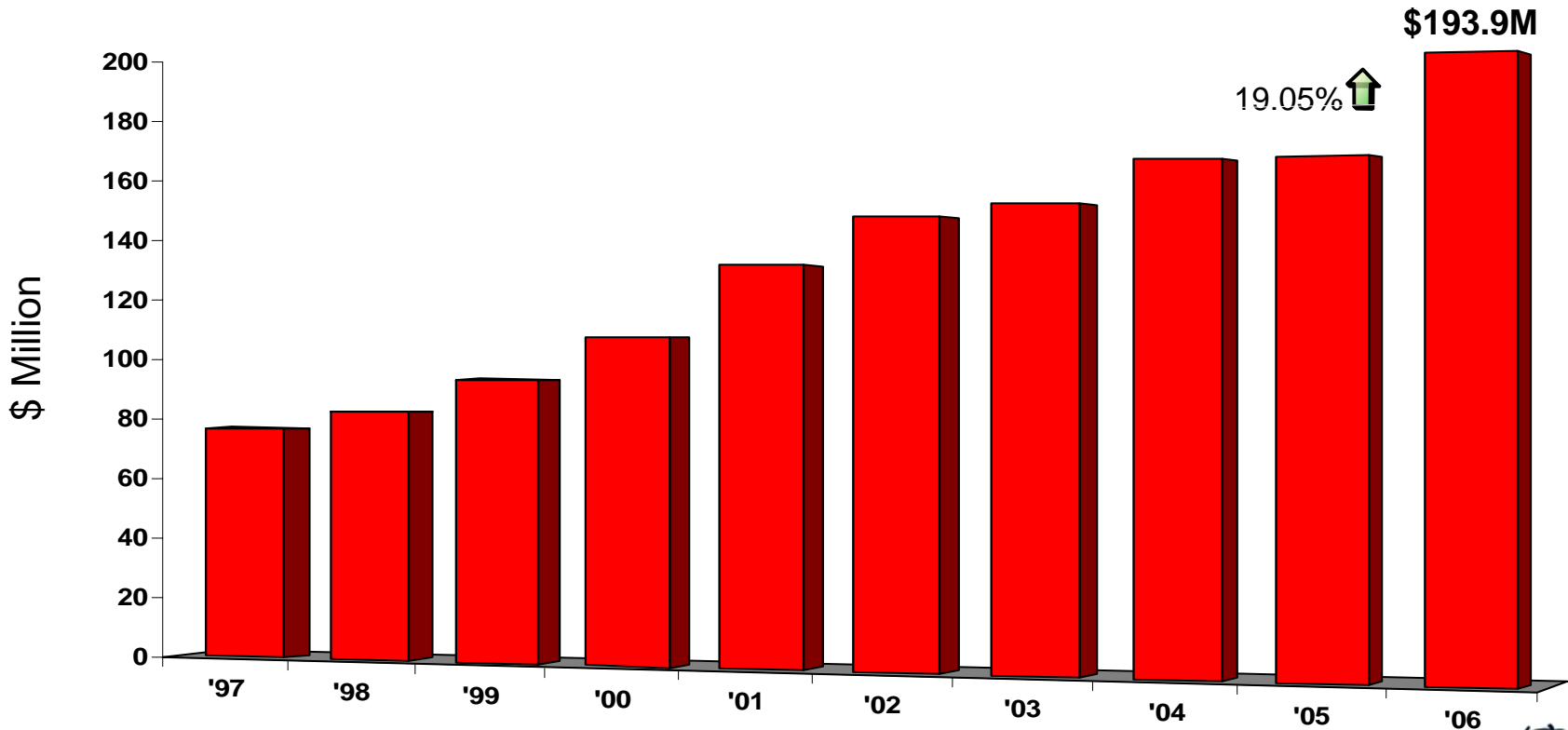
## FINANCIALS

Investor Presentation, 29 January 2007



# Non Interest Revenue

9 – Year CAGR – 10.83%



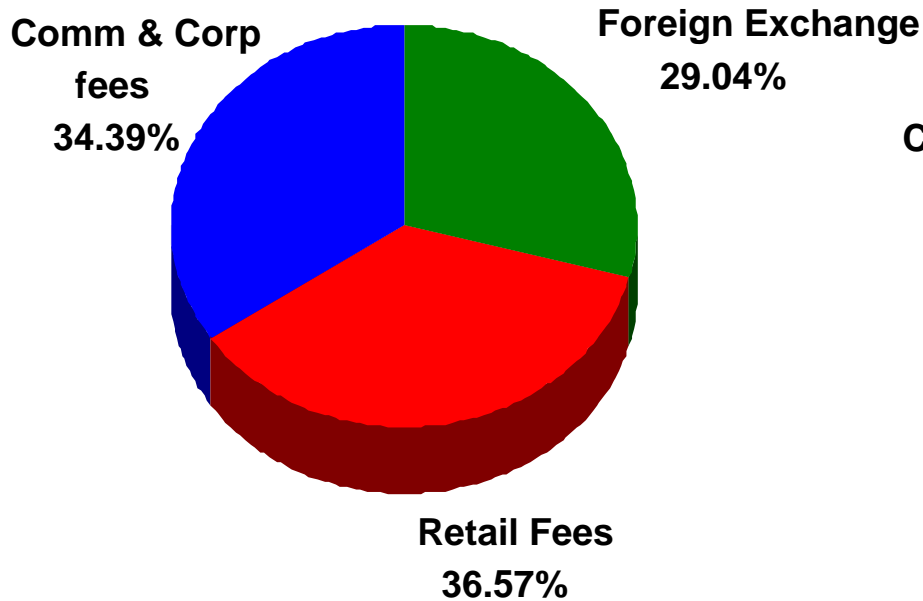
## FINANCIALS

Investor Presentation, 29 January 2007

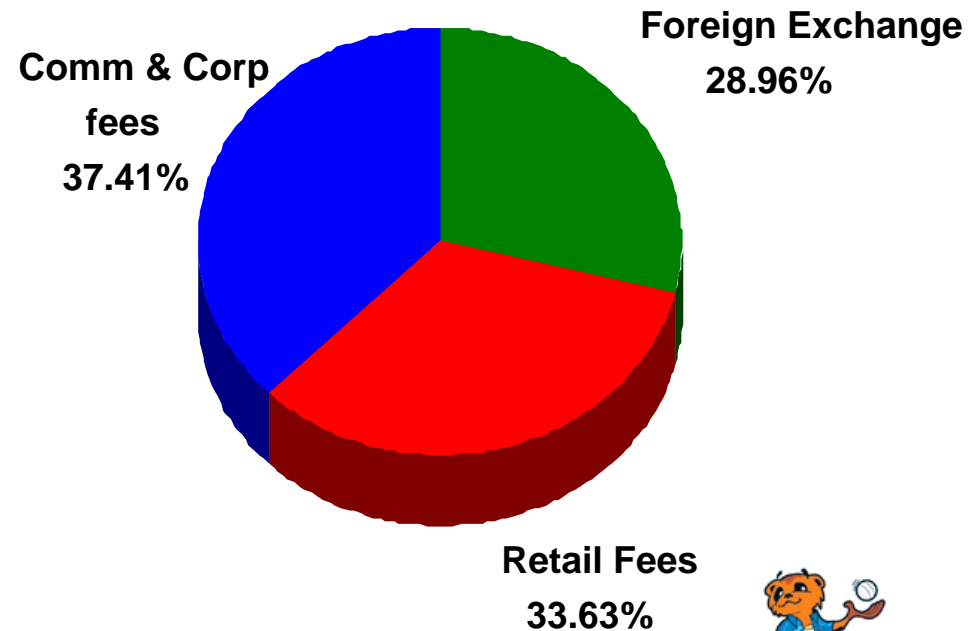


# Composition of Non Interest Revenue

Oct. 31/05  
Total NIR  
\$162.9 MM



Oct. 31/06  
Total NIR  
\$193.9 MM



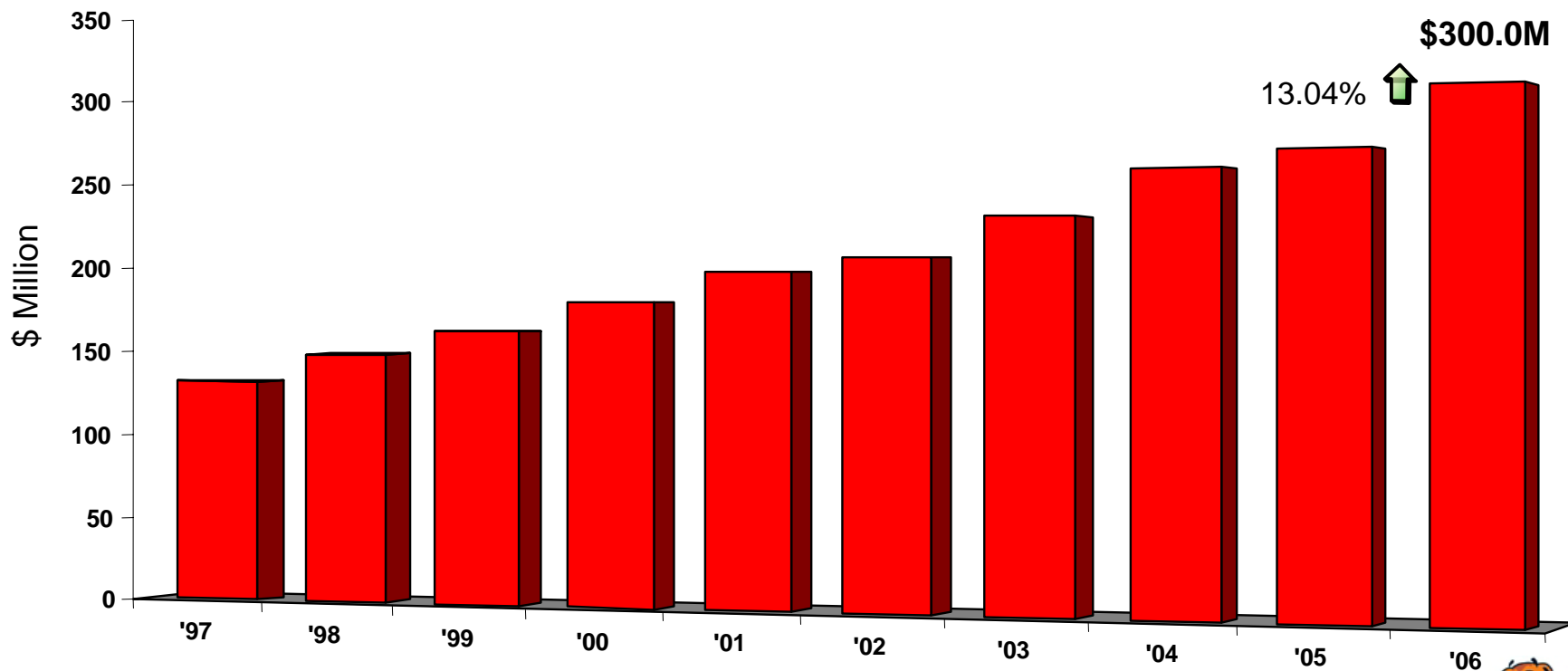
## FINANCIALS

Investor Presentation, 29 January 2007



# Total Expenses before Loan Losses

9 – Year CAGR – 9.57%

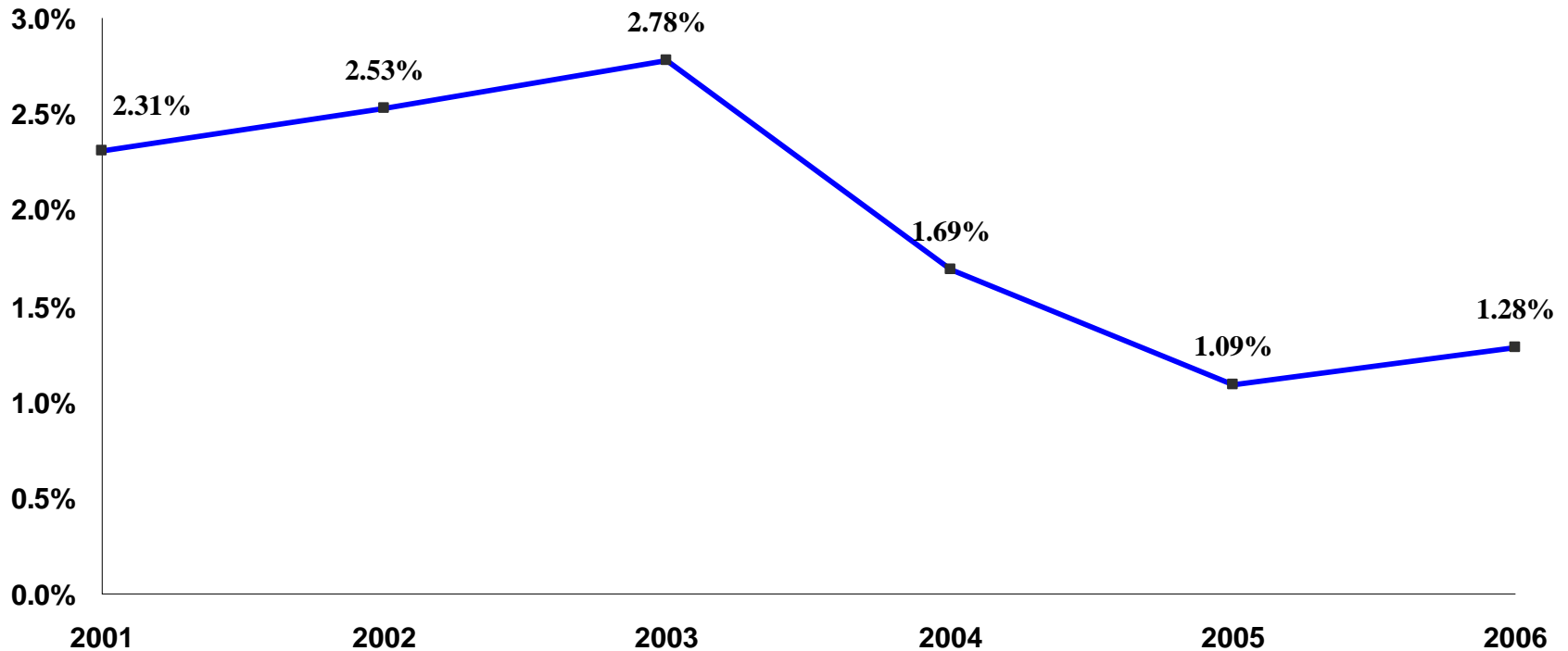


## FINANCIALS

Investor Presentation, 29 January 2007



# Non performing loans as a % of Total Loans (excluding Provision for loan loss)

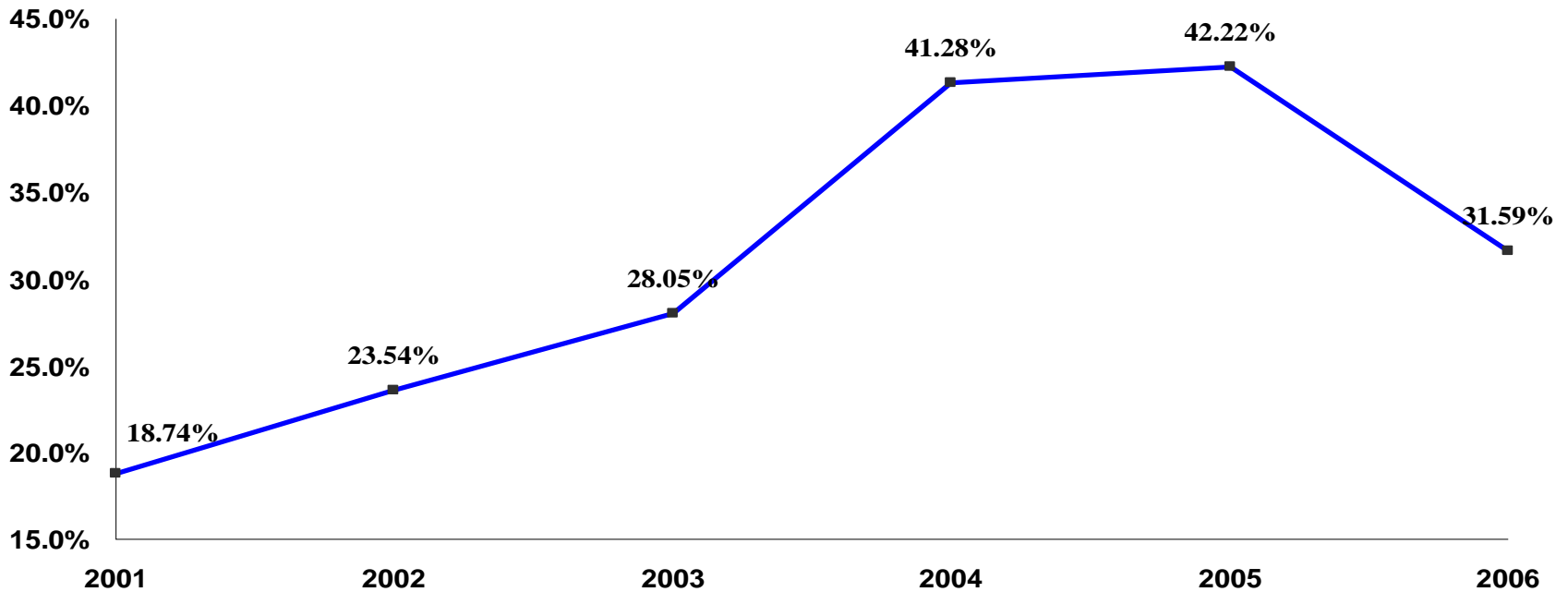


## FINANCIALS

Investor Presentation, 29 January 2007



# Provision for loan loss as a % of Non performing loans

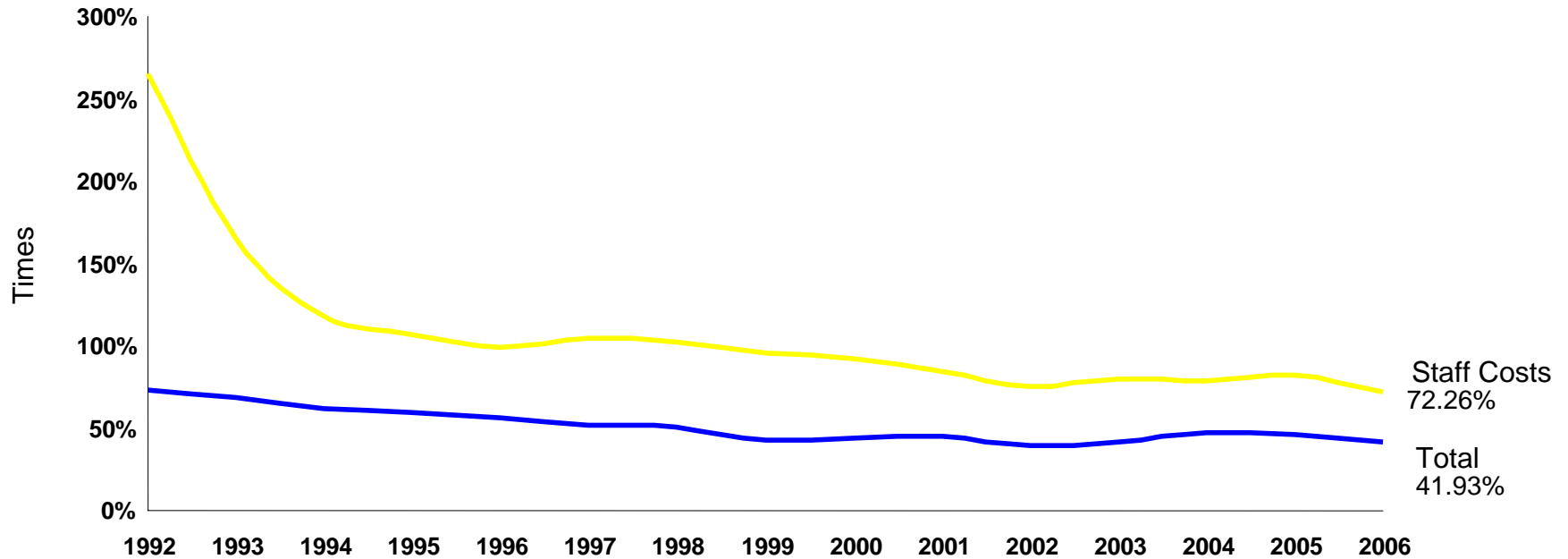


## FINANCIALS

Investor Presentation, 29 January 2007



# Productivity Ratios



— TOTAL EXPS/TOTAL REV. — STAFF COSTS/NIR

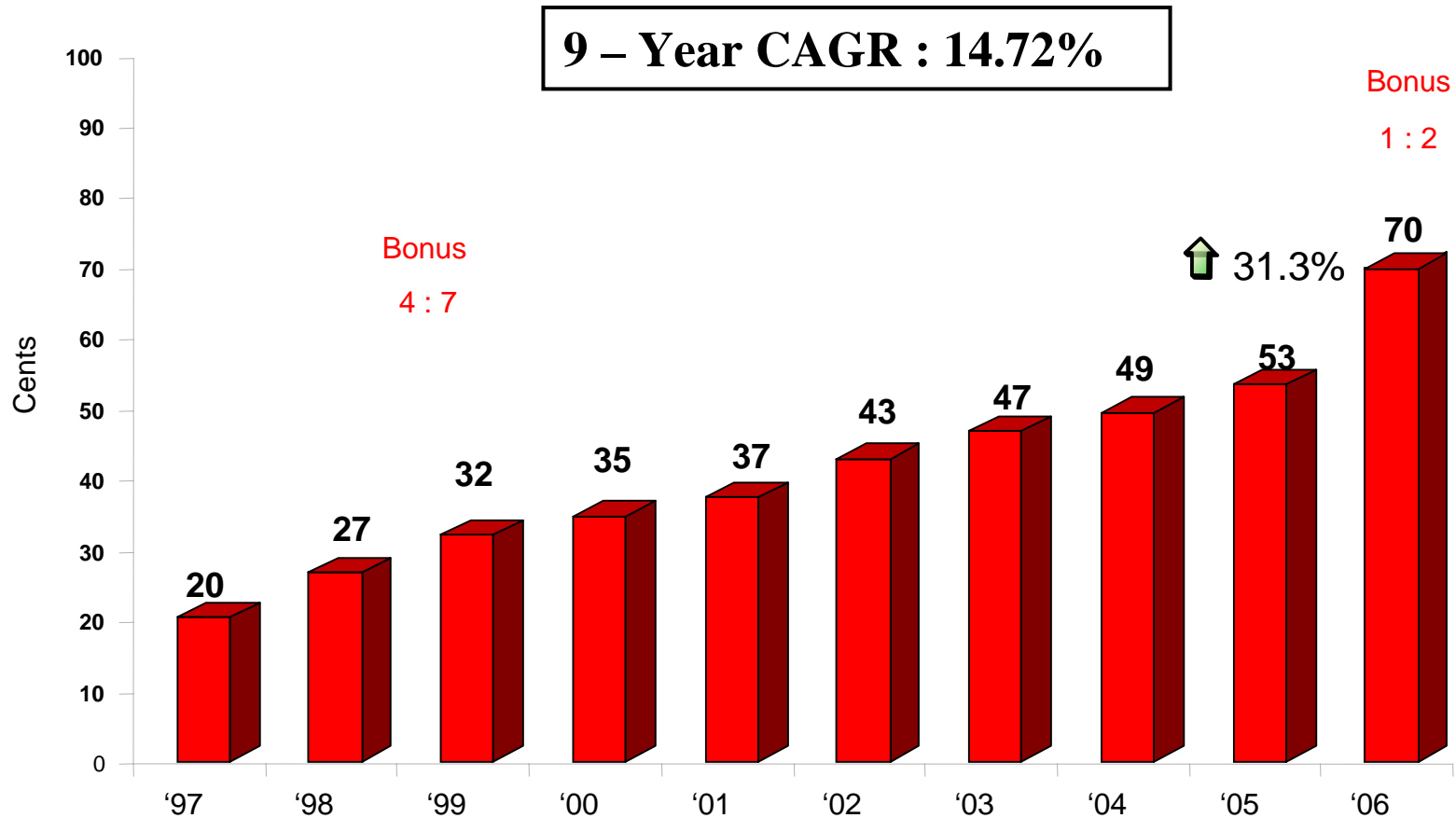


## FINANCIALS

Investor Presentation, 29 January 2007



# Consistent Dividend Growth



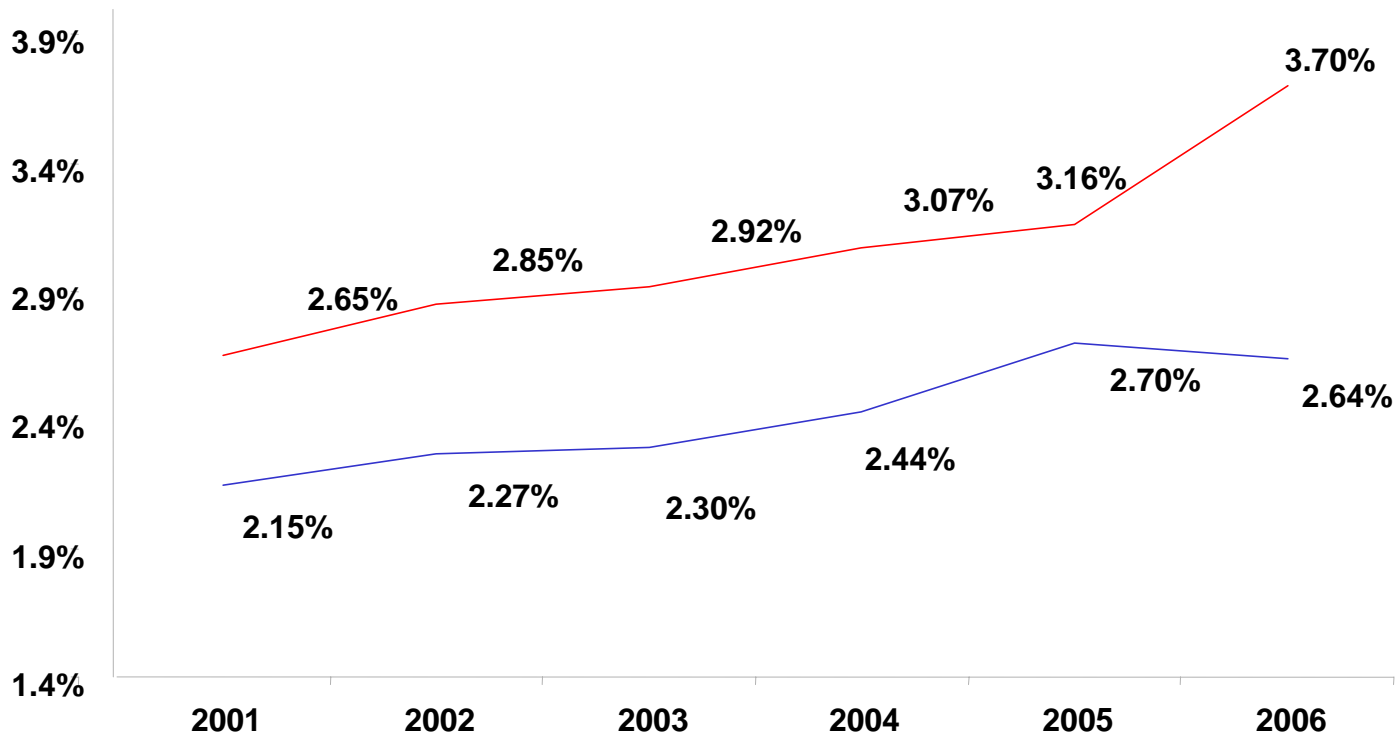
## FINANCIALS

Investor Presentation, 29 January 2007



# Performance Ratios

## Return on Assets



— Scotiabank  
— Industry Average



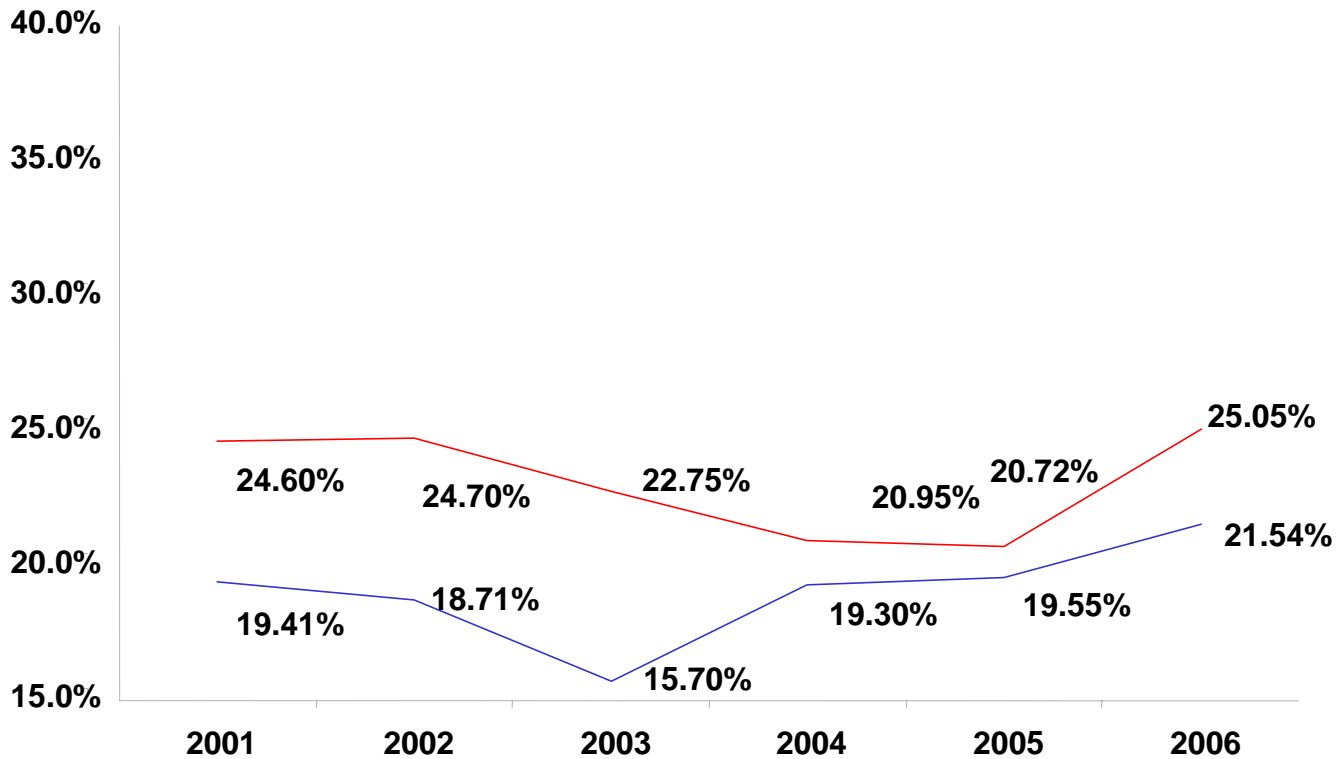
## FINANCIALS

Investor Presentation, 29 January 2007



# Performance Ratios

## Return on Equity



— Scotiabank  
— Industry Average

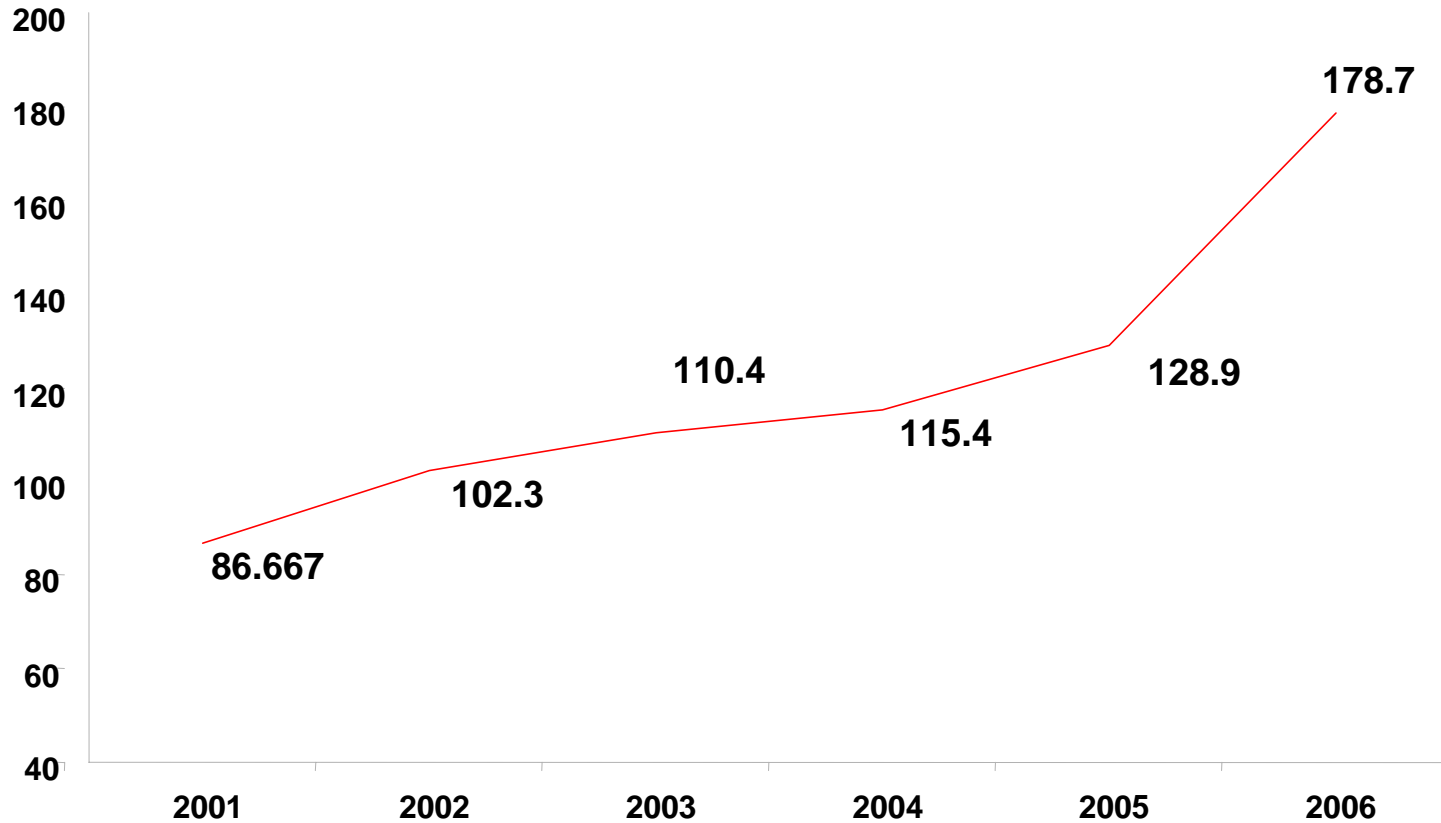


## FINANCIALS

Investor Presentation, 29 January 2007



# Performance Ratios



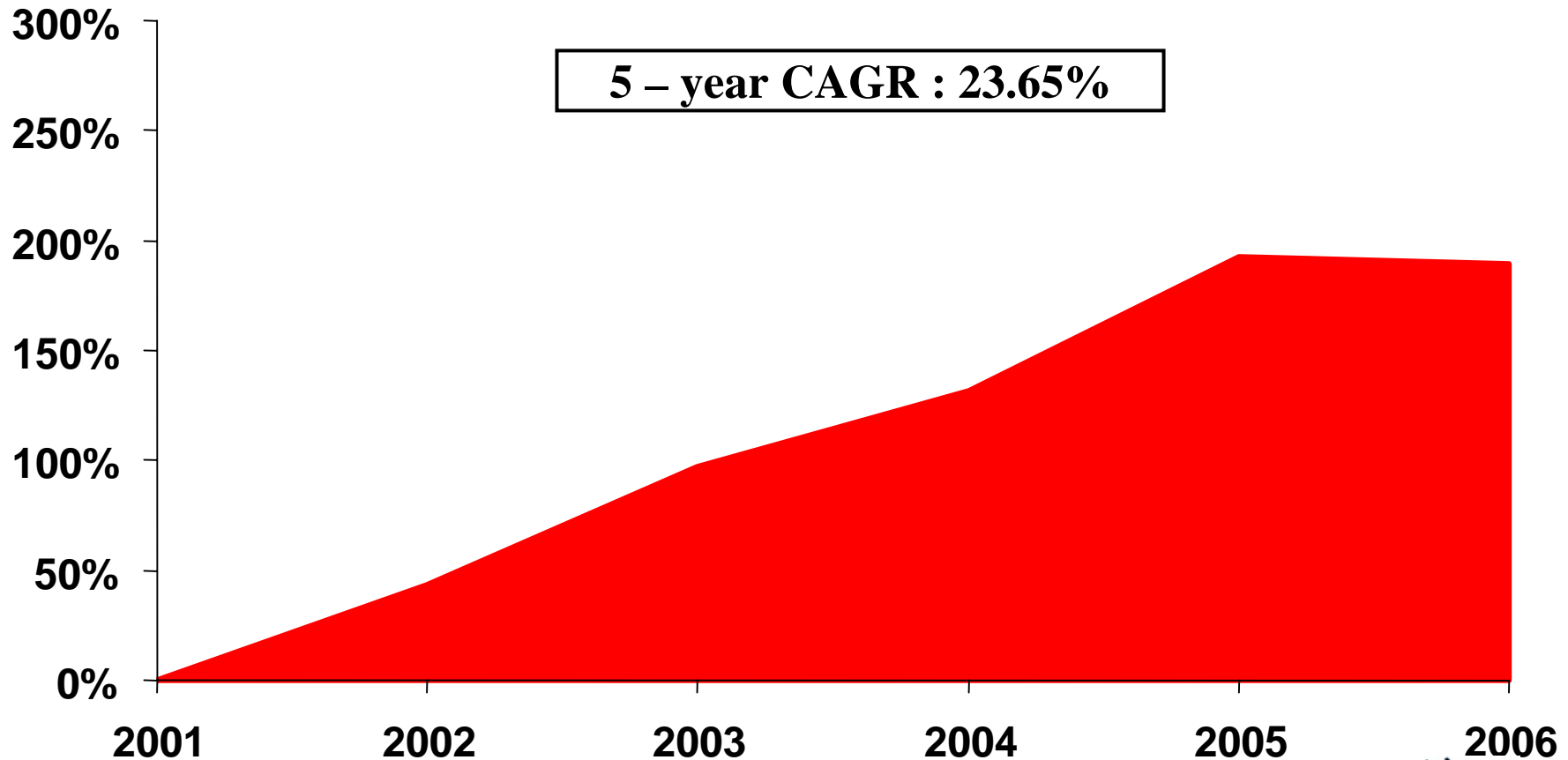
## FINANCIALS

Investor Presentation, 29 January 2007



# Return to Shareholders

Share price appreciation plus dividends received



**FINANCIALS**

*Investor Presentation, 29 January 2007*



# SALES & SERVICE



Investor Presentation, 29 January 2007



# Our Vision

*To create, encourage and maintain  
a truly customer centric,  
relationship-focused,  
sales and service organization.*



**SALES & SERVICE**

**Investor Presentation, 29 January 2007**



# Core Purpose

*To be the best at helping  
customers become financially  
better off by providing relevant  
solutions to their unique needs.*



**SALES & SERVICE**

**Investor Presentation, 29 January 2007**



# Sales & Service

- ✓ Continued reinforcement of discipline
- ✓ Customer Relationship Management
- ✓ Fundamentals of Coaching Excellence



**SALES & SERVICE**

*Investor Presentation, 29 January 2007*



# Sales & Service

- ✓ **Customer Connect**
- ✓ **Market Segmentation**
- ✓ **Retail Lending Centres**
- ✓ **Delivery Channels**



**SALES & SERVICE**

*Investor Presentation, 29 January 2007*



# SCOTIALIFE TRINIDAD AND TOBAGO LIMITED

**Love like you've never been hurt**  
Enjoy today knowing that tomorrow's still ahead of you.

**Sing like nobody's listening**  
Enjoy today knowing that tomorrow's still ahead of you.

**Scotiabank**  
We love laugh

**Scotiabank**  
OFFICIAL SPONSOR

Investor Presentation, 29 January 2007



# Rationale

- ✓ Develop ‘bancassurance/ financial’ solutions for customers
- ✓ Enhance value to customer and build brand



**SCOTIALIFE**

*Investor Presentation, 29 January 2007*



# Fully Integrated Bancassurance Model

- ✓ Member of Scotia Insurance – the insurance arm of the Scotiabank Group
- ✓ Sales are conducted via the bank's distribution network
- ✓ State-licensed and trained staff
- ✓ Customer Relationship Management



**SCOTIALIFE**

*Investor Presentation, 29 January 2007*



# Product Offerings

- ✓ **Two product offerings**
  - Universal life – blend of savings and insurance**
  - Deferred annuity**
- ✓ **Group Creditor Life insurance launched in Q3 2006**



**SCOTIALIFE**

*Investor Presentation, 29 January 2007*



# Performance

- ✓ Exceeded business case profit projection
- ✓ Profitable in first fiscal year
- ✓ Modest but growing profit in second and third fiscal years



**SCOTIALIFE**

*Investor Presentation, 29 January 2007*



# Going forward

- ✓ Introduce more products into portfolio to diversify sources of income
- ✓ Explore alternate delivery channels e.g direct marketing
- ✓ Continue to build brand awareness



**SCOTIALIFE**

*Investor Presentation, 29 January 2007*



# EFFICIENCY PLATFORM



Investor Presentation, 29 January 2007



# Overview – Shared Services Concept

- ✓ **Distinct business units (Centres of Excellence) to undertake support/administrative functions that are critical to the overall success of the business.**
- ✓ **About enabling business units to focus on their key processes thereby enhancing customer and employee experiences.**
- ✓ **Provides common management of important support functions/services, increases operational efficiencies and provides more consistent application of controls.**
- ✓ **Comprises of two arms – transactional processing and consultative support.**



**EFFICIENCY PLATFORM**

**Investor Presentation, 29 January 2007**



# Initiatives Undertaken

## ✓ Transactional Processing

- Centralized Retail Collections Unit
- Processing Support Centre/ Cash Processing Unit
- Centralized Retail Administrative Clerk

## ✓ Consultative Support

- Operational Support Services

## ✓ Expansion of the model to Guyana and Eastern Caribbean Countries



**EFFICIENCY PLATFORM**

*Investor Presentation, 29 January 2007*



# Platform Consolidation – What is it ?

- ✓ Consolidation of processing into one primary and backup data centre using a consolidated, state of the art, high availability and robust processing platform in Toronto
- ✓ Allows enhancement of our products and services by delivering new technology and services more quickly to customers
- ✓ Improves capabilities to manage system changes and ensure system availability and reliability standards



**EFFICIENCY PLATFORM**

*Investor Presentation, 29 January 2007*



# Platform Consolidation – Benefits

- ✓ Improved disaster backup and recovery capabilities
- ✓ Enhanced network infrastructure thereby increasing branch and system availability
- ✓ Provision of more robust host infrastructure
- ✓ Reduced operational cost



**EFFICIENCY PLATFORM**

*Investor Presentation, 29 January 2007*



# HUMAN RESOURCES



Investor Presentation, 29 January 2007



# Employee Development Strategy

- ✓ Training Workshops
- ✓ Educational Programmes
- ✓ “Trainee” Programmes
- ✓ Fundamentals of Coaching Excellence
- ✓ E-Learning technology
- ✓ Women’s Network



**HUMAN RESOURCES**

*Investor Presentation, 29 January 2007*



# Employee Relations Strategy

- ✓ **Town Hall Meetings**
- ✓ **Feedback/Satisfaction/Service Surveys**
- ✓ **Continuous Communication & Morale-Building Strategies**
- ✓ **Employee Action Teams**
- ✓ **Annual Compensation Review**
- ✓ **Women in International (WIN)**
- ✓ **Other**
  - **Alternative work arrangements**
  - **ScotiaCare**

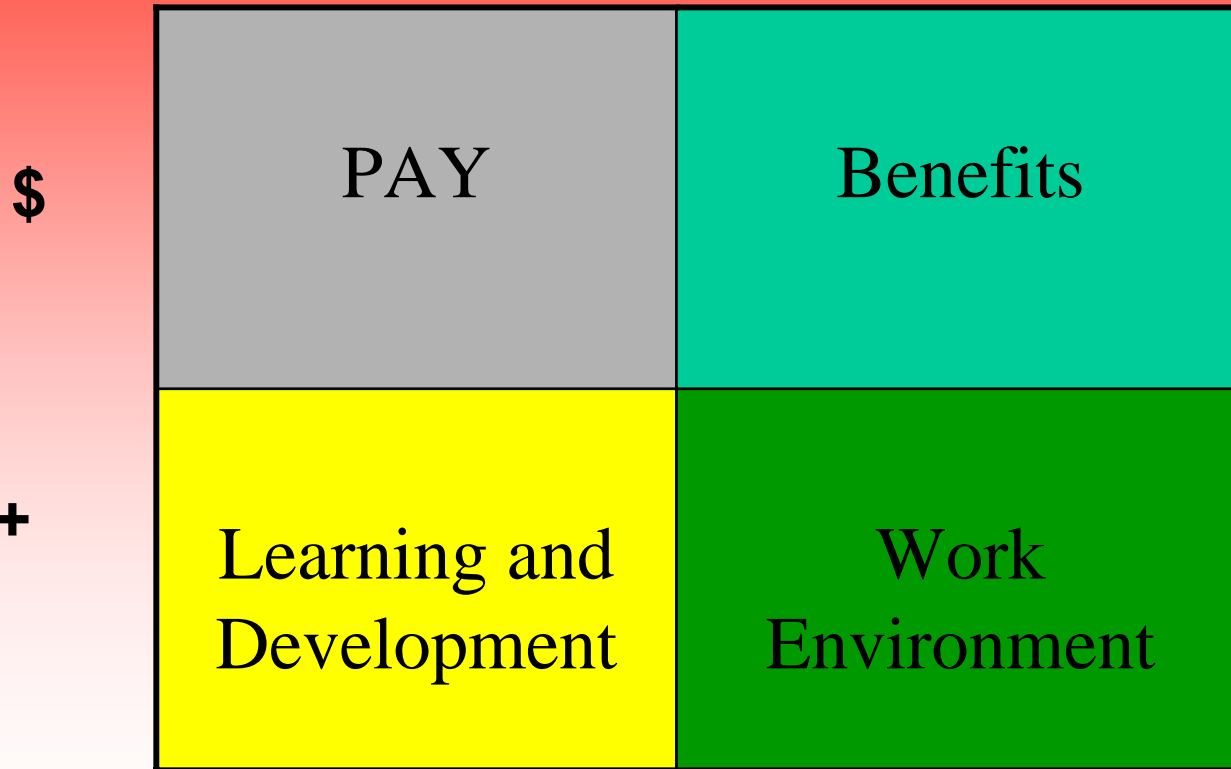
**EMPLOYER OF CHOICE**

**HUMAN RESOURCES**

*Investor Presentation, 29 January 2007*



# Total Compensation Programme



**HUMAN RESOURCES**

*Investor Presentation, 29 January 2007*



# Our Leadership Goal

To make leadership a competitive advantage for Scotiabank

- ✓ Identifying potential leaders early in their careers and developing them for the long term
- ✓ Fundamentals of Coaching Excellence
- ✓ Mentoring Tools
- ✓ International Opportunities for locals
- ✓ Successors for key positions



**HUMAN RESOURCES**

*Investor Presentation, 29 January 2007*





# Scotiabank Trinidad and Tobago Limited Investor Presentation

*29 January 2007*





**Scotiabank Trinidad and Tobago Limited**  
**Investor Presentation**  
*29 January 2007*

# QUESTIONS?

