



**Scotiabank Trinidad and Tobago Limited**

**39<sup>th</sup> Annual Meeting  
of Shareholders**

**Hilton Trinidad & Conference Centre  
Friday 27<sup>th</sup> February, 2009**

# Core Purpose

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

# Constantly Seeking New Ways To

- **Create value for our shareholders;**
- **Increase operational efficiencies;**
- **Develop systems which enhance the customer experience;**
- **And identify opportunities for expanding and deepening customer relationships.**

# Knowledge-based



# Service-driven

# Strategic Initiatives

Driving  
sustained, profitable  
growth

CUSTOMER



Sales & Service



Complementary  
Businesses



Efficiency  
Platform



Acquisitions

People



# OneTeam**OneGoal**

# The Scotia Way

**Customer comes first**

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**Team is everything**

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**We empower our people**

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**Proud to serve our  
Communities**

# Core of our Success



39<sup>th</sup> Annual Meeting of Shareholders, Friday 27<sup>th</sup> February, 2009

# Occupational Safety and Health Act

## Among the top 5 finalists at the National Safety Awards



THE TRINIDAD AND TOBAGO OCCUPATIONAL SAFETY AND HEALTH AUTHORITY  
**NATIONAL SAFETY AWARDS 2008**

Occupational SAFETY FIRST ALWAYS

The Honorable Ramon Ousema, Minister of Labour and Small and Micro Enterprises Development Unit, presents the 2008 Best National Safety Award to Dr. Theodoros Drivas, The Safe To Work Steering Committee.

### First in SAFETY

Presenting the winners of the Trinidad and Tobago Occupational Safety and Health Authority's Second Annual National Safety Awards

Manages Occupational Risk

National Safety Awards finalists from left, Dr. Theodoros Drivas, The Safe To Work Steering Committee (Team); Mr. Stephen Harris, Phoenix Park Gas Processors Limited (Team); The Honourable Ramon Ousema, Mr. Alan Patel, The Eastern Regional Health Authority (Team); Mr. Martin De Sarney, Sunbakers (Trinidad and Tobago) Limited (Team); Mr. Colton Lovelock, The American Chamber of Commerce of Trinidad and Tobago (Team).

They say it's better the second time around. And when it came to safety, that was indeed the case as the Trinidad and Tobago Occupational Safety and Health Authority hosted the second annual National Safety Awards at the Hilton Trinidad & Conference Centre on April 30, 2008.

The National Safety Awards are meant as a way of recognizing the outstanding contributions and achievements of employers and organizations within the realm of workplace safety, while encouraging workplaces to develop and implement initiatives to help create a safer work environment for all.

Congratulations to the finalists and the winner, The Safe To Work Steering Committee. Thanks to everyone who entered and played a role in the successful staging of the second annual National Safety Awards. See you again next year!

Gold Sponsor: bhq/Elton Trinidad and Tobago  
Silver Sponsor: PCS Nitrogen  
Bronze Sponsors: B&B MARRY WATER LTD., carillion

# Employer of Choice



# Recognising the Value of People



**Among the top 3 companies for Corporate Social Responsibility**

## Recognising the Value of People Category

# CUSTOMER IS BOSS



# Scotiabank be

[www.scotiabankbe.com](http://www.scotiabankbe.com)



## Scotiabank beaccess



MEMBERSHIP PROMOTION

Every night is Scotiabank Be Movie Night at MovieTowne in August, September, and October.

**Save \$10TT when you show your Be Access Card.**

To get your Be Access Card, sign up for a **bemoney** account at your nearest Scotiabank branch. Or make an appointment online at [scotiabankbe.com](http://scotiabankbe.com)



Believe. Begin. Become.

## Small Business Banking



**SMALL BUSINESS BANKING**

### Cash Management Services *for business*

You set your business goals.  
We help you achieve them.

Working together to grow your business.

Small Business Banking

© 2009 Scotiabank

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Small Business Banking

© 2009 Scotiabank

# New Units



INDIVIDUALITY. WELL PLACED.



## Merchant Banking Unit

Merchant Banking Unit

**TT\$1.1 Billion**

**Local and regional debt market**

**TT\$1.8 Billion**

**Mandate**

# Credit Card Portfolio



# Processing Improvements



**Signature  
Card Imaging**



**Multi Factor  
Authentication**



**Triple Des Upgrade**

Solid, Customer-Oriented, Efficient



39<sup>th</sup> Annual Meeting of Shareholders, Friday 27th February, 2009

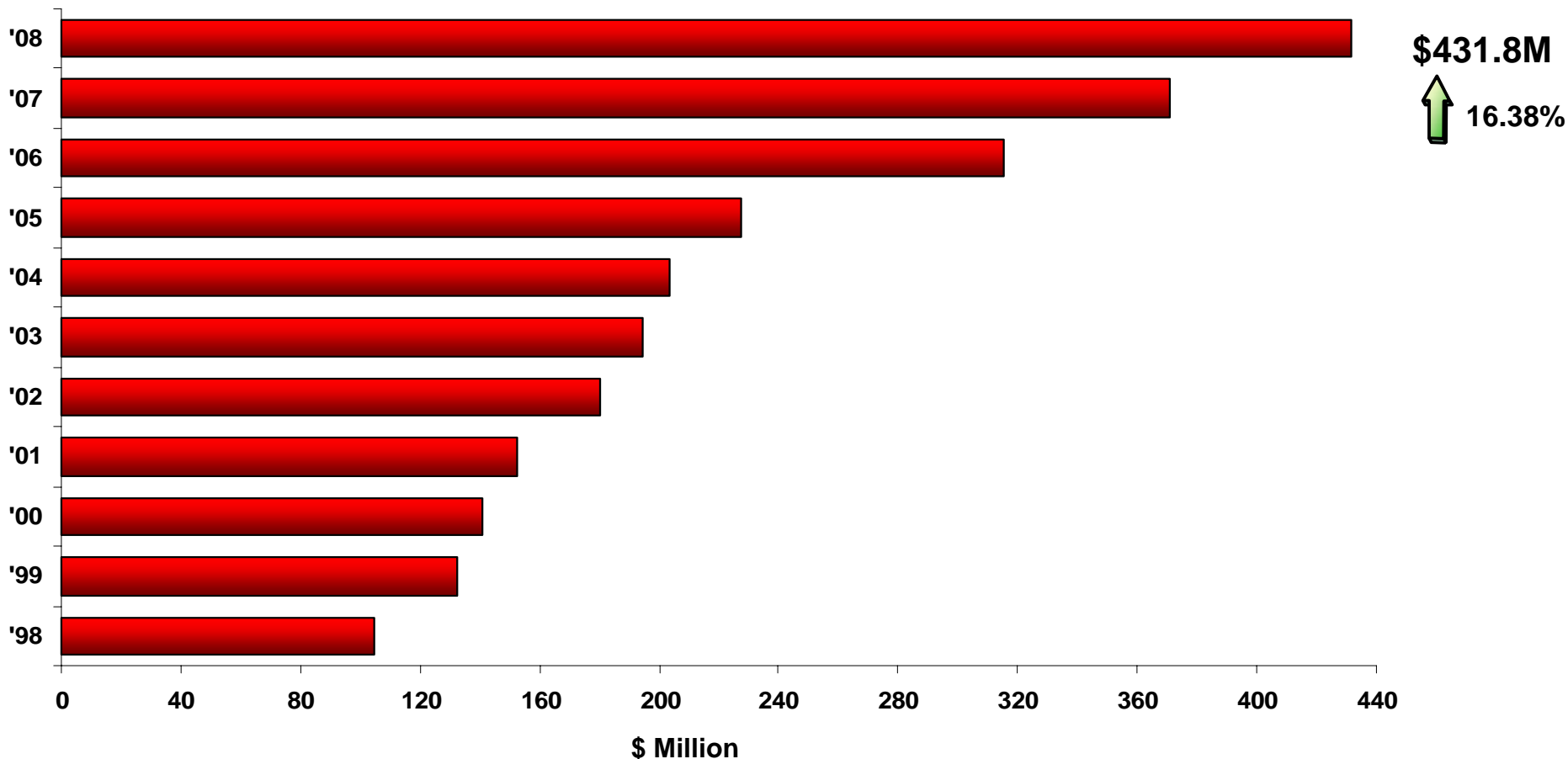


# Financials



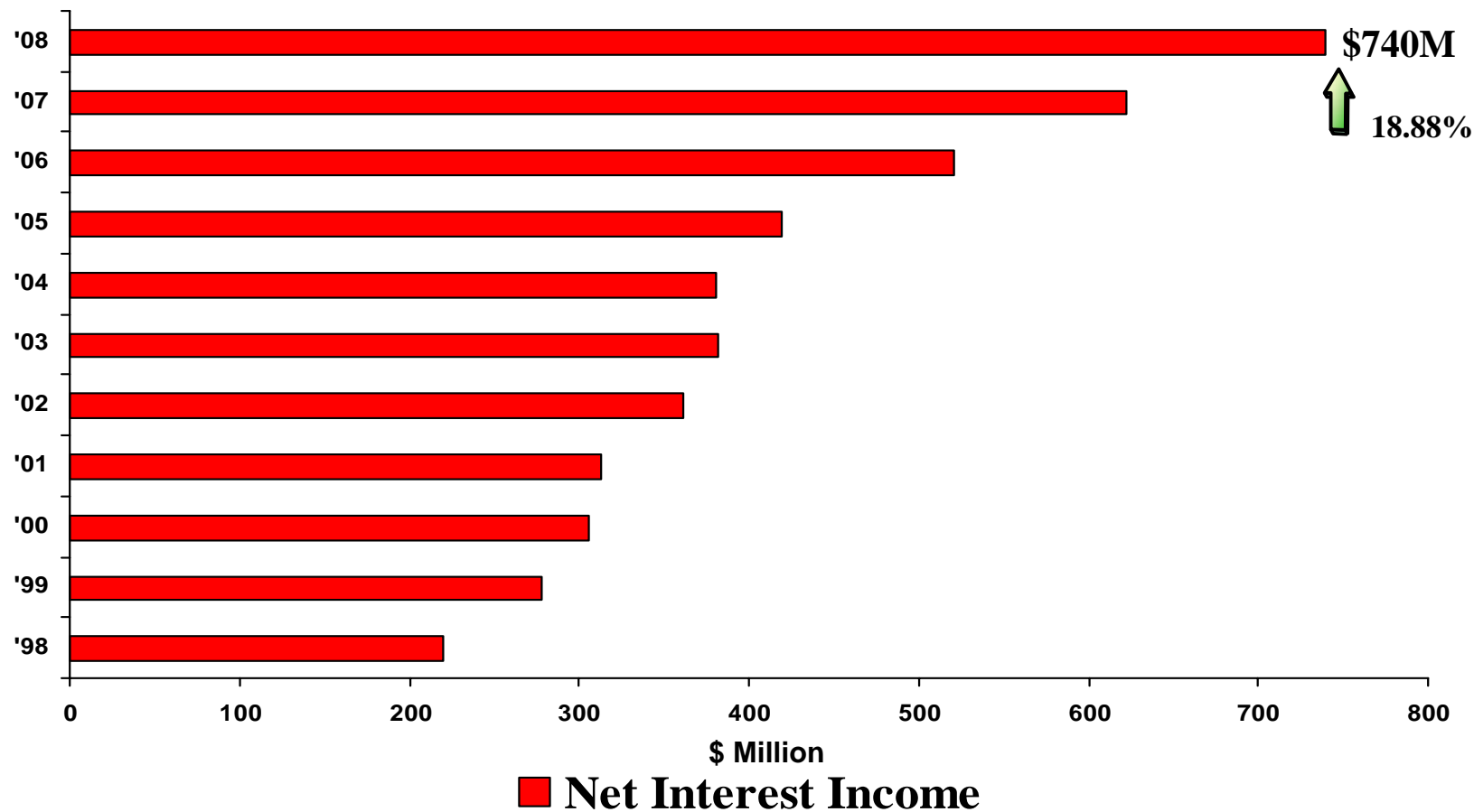
# More than a Decade of Consistent Earnings

10 year Compounded Annual Growth Rate(CAGR) 15.24 %



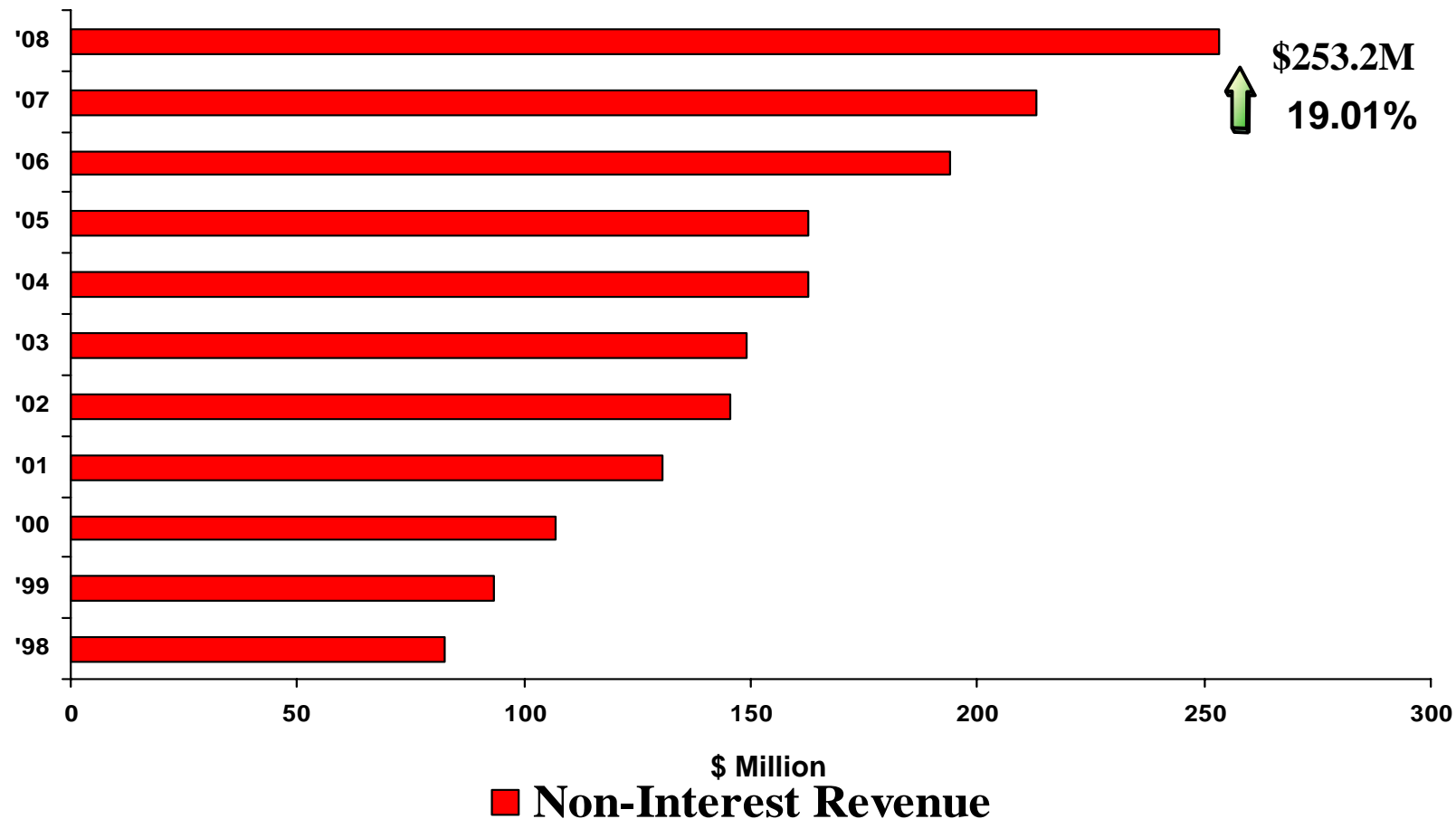
# Net Interest Income

10 Year CAGR 12.88%



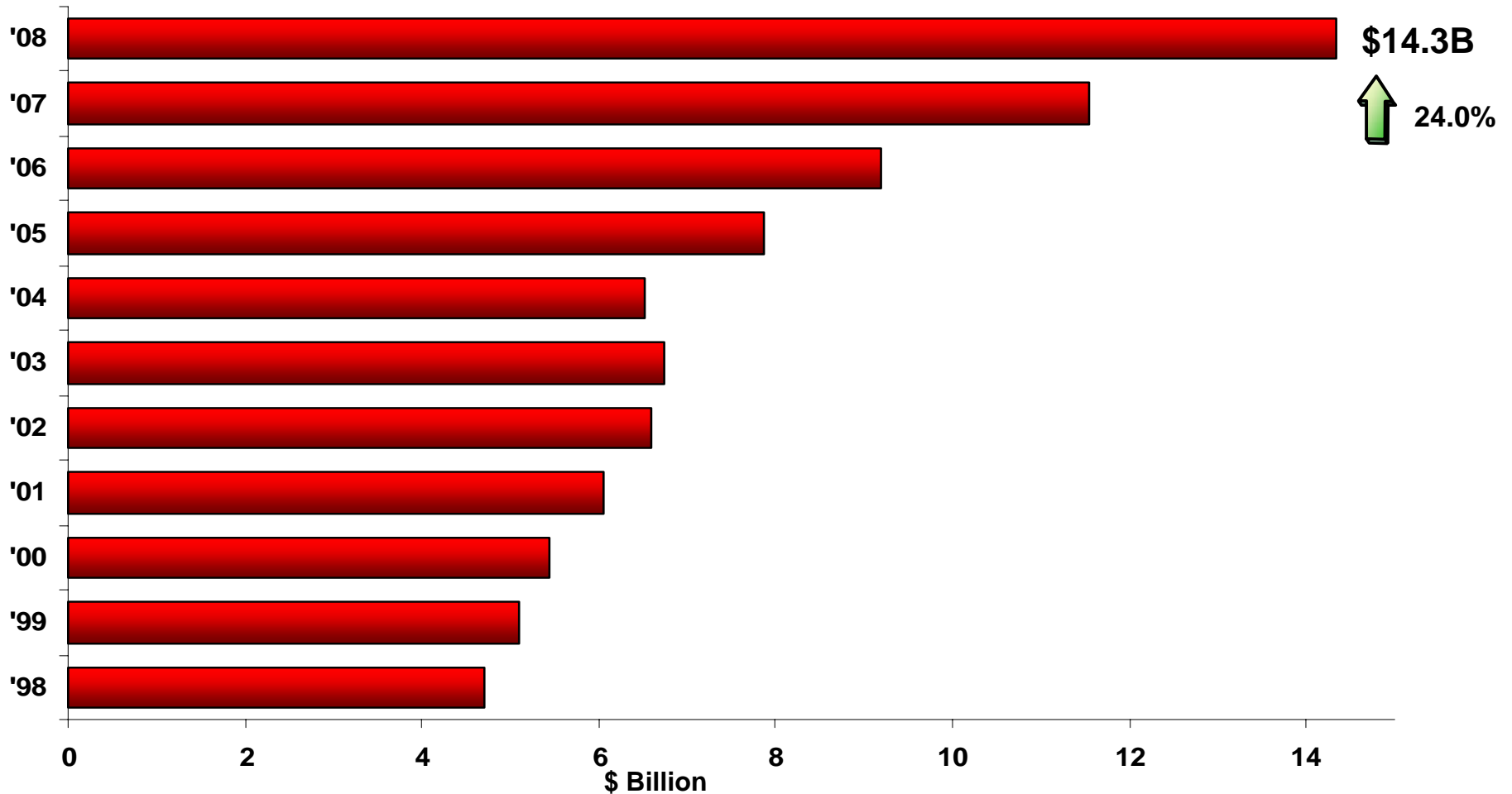
# Non-Interest Income

10 Year CAGR 11.87%



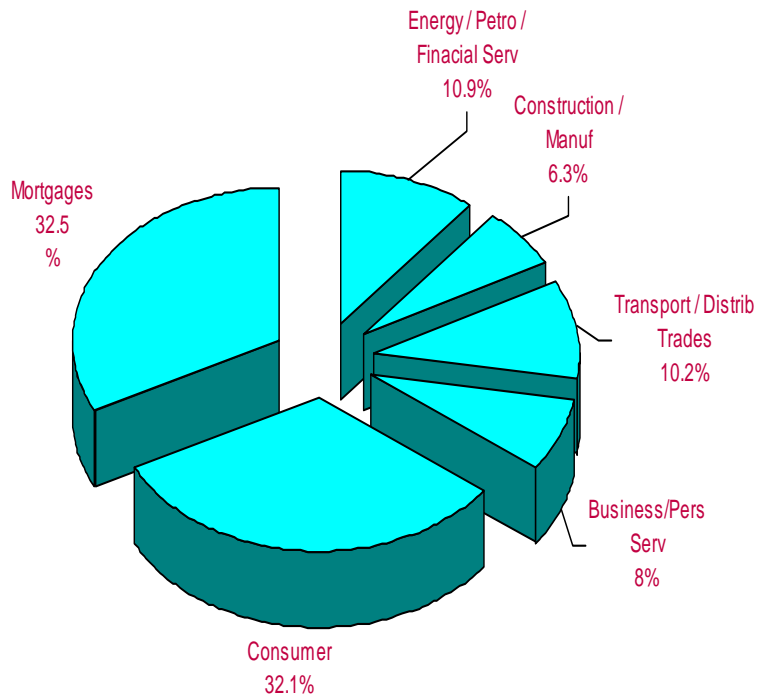
# Strong Balance Sheet

10 Year CAGR 11.80%

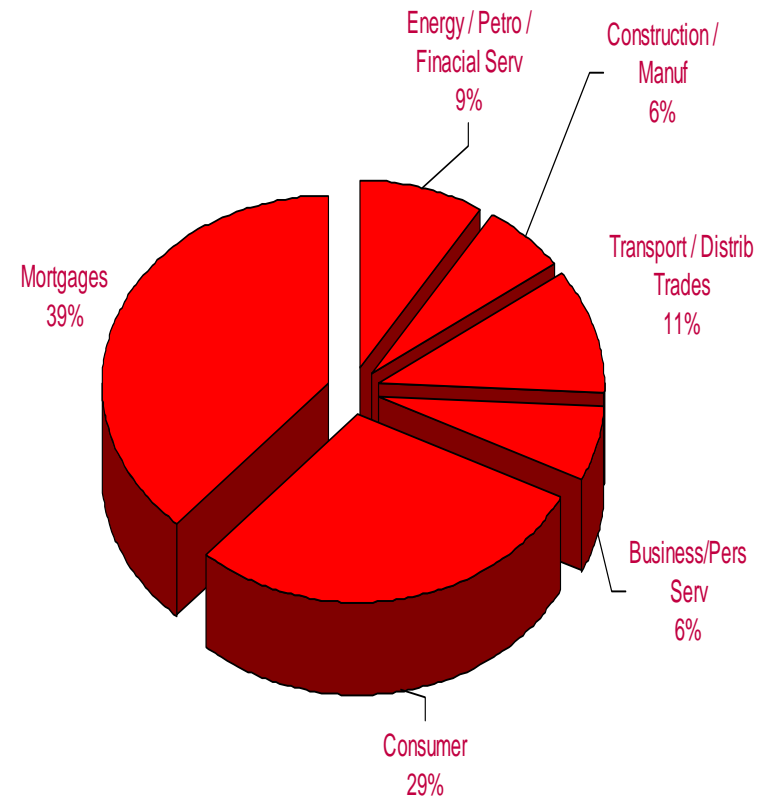


# Credit Concentration

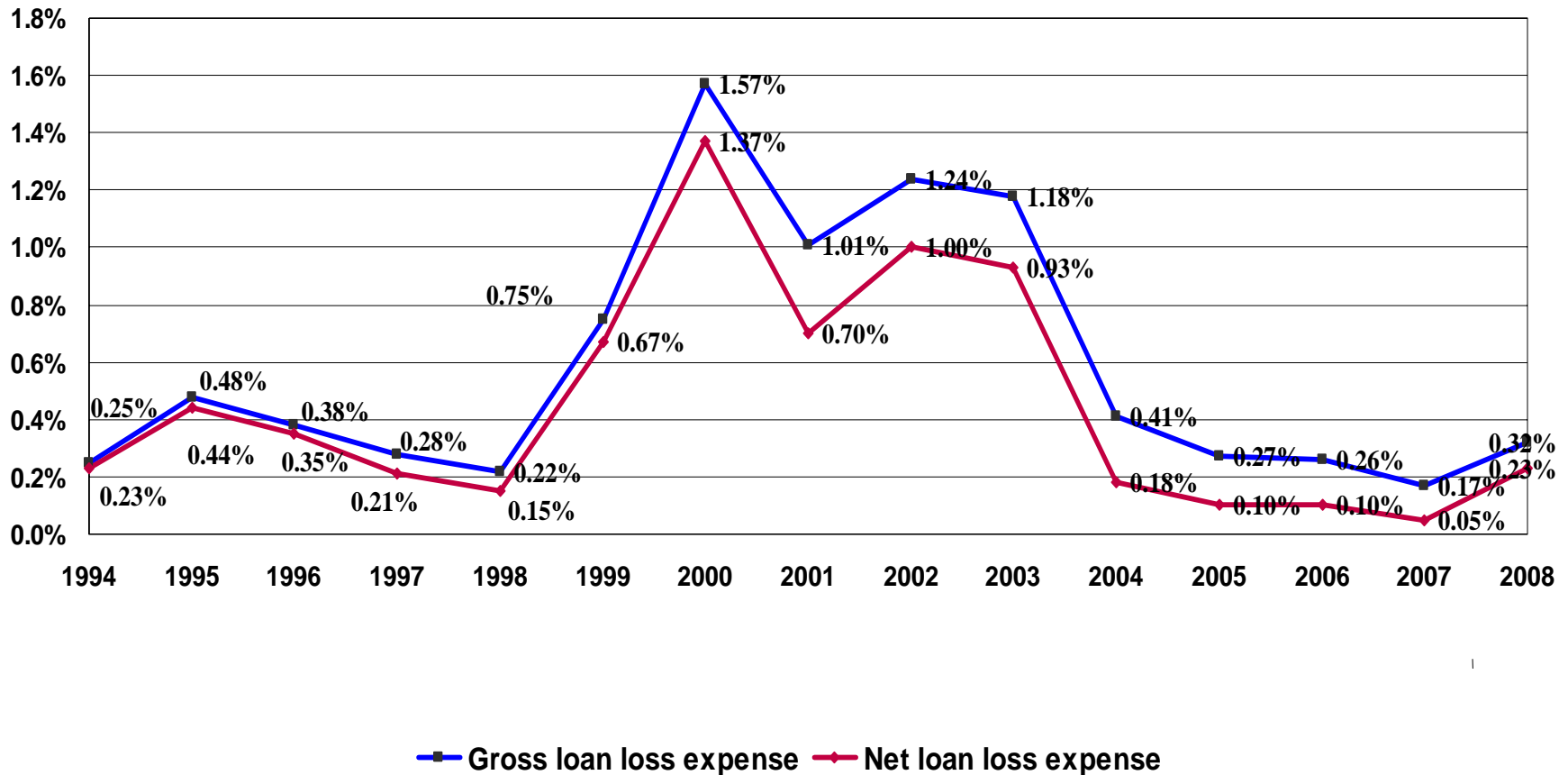
Oct 31/08



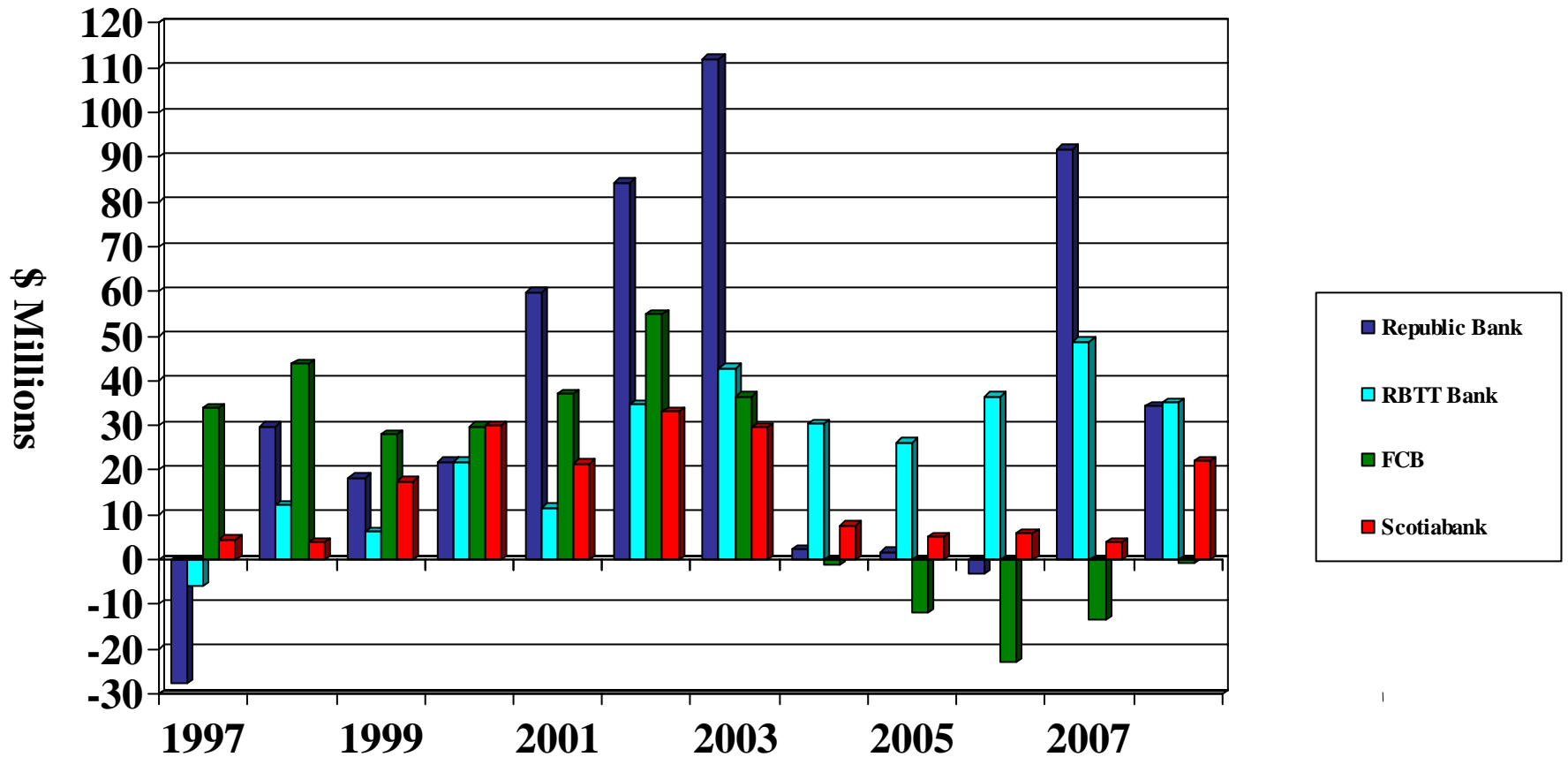
Oct 31/07



# Loan Loss Expense

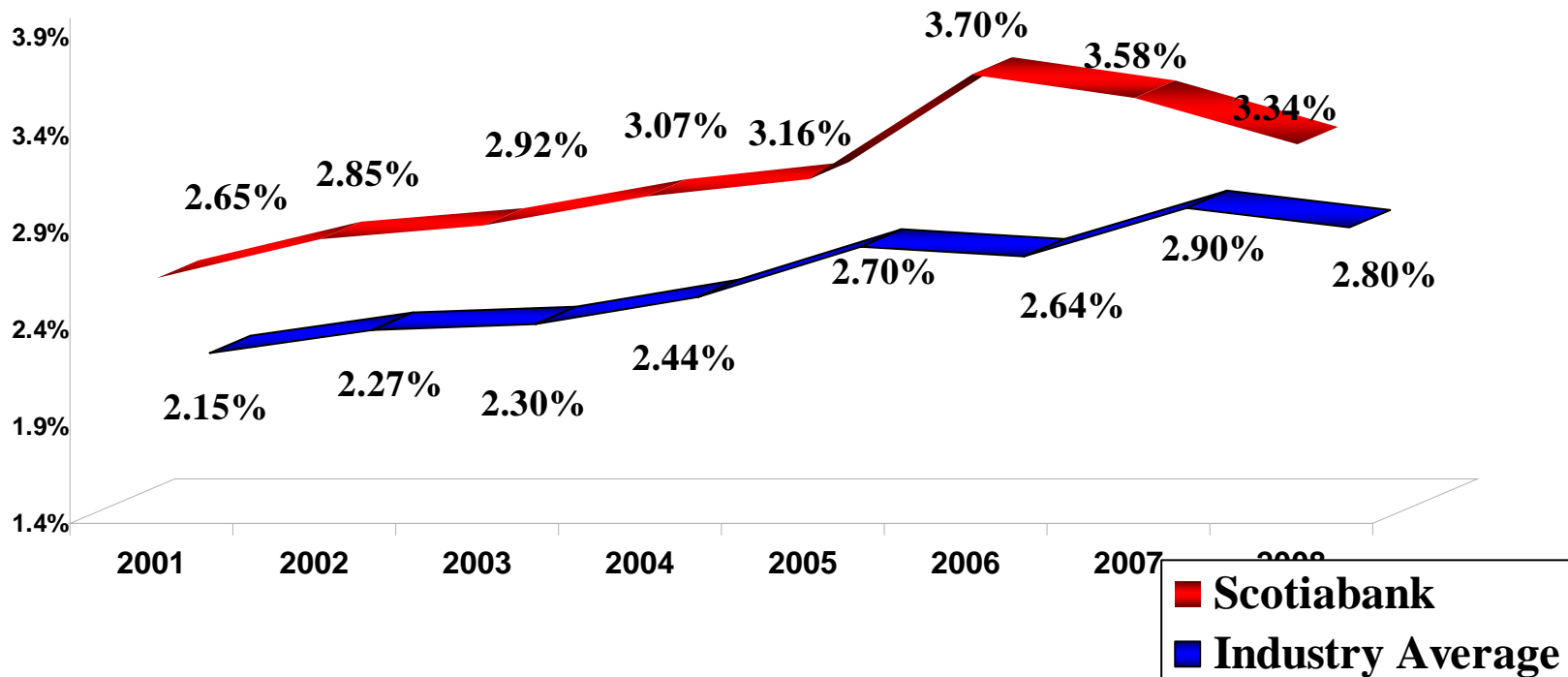


# Industry Loan Loss Statistics



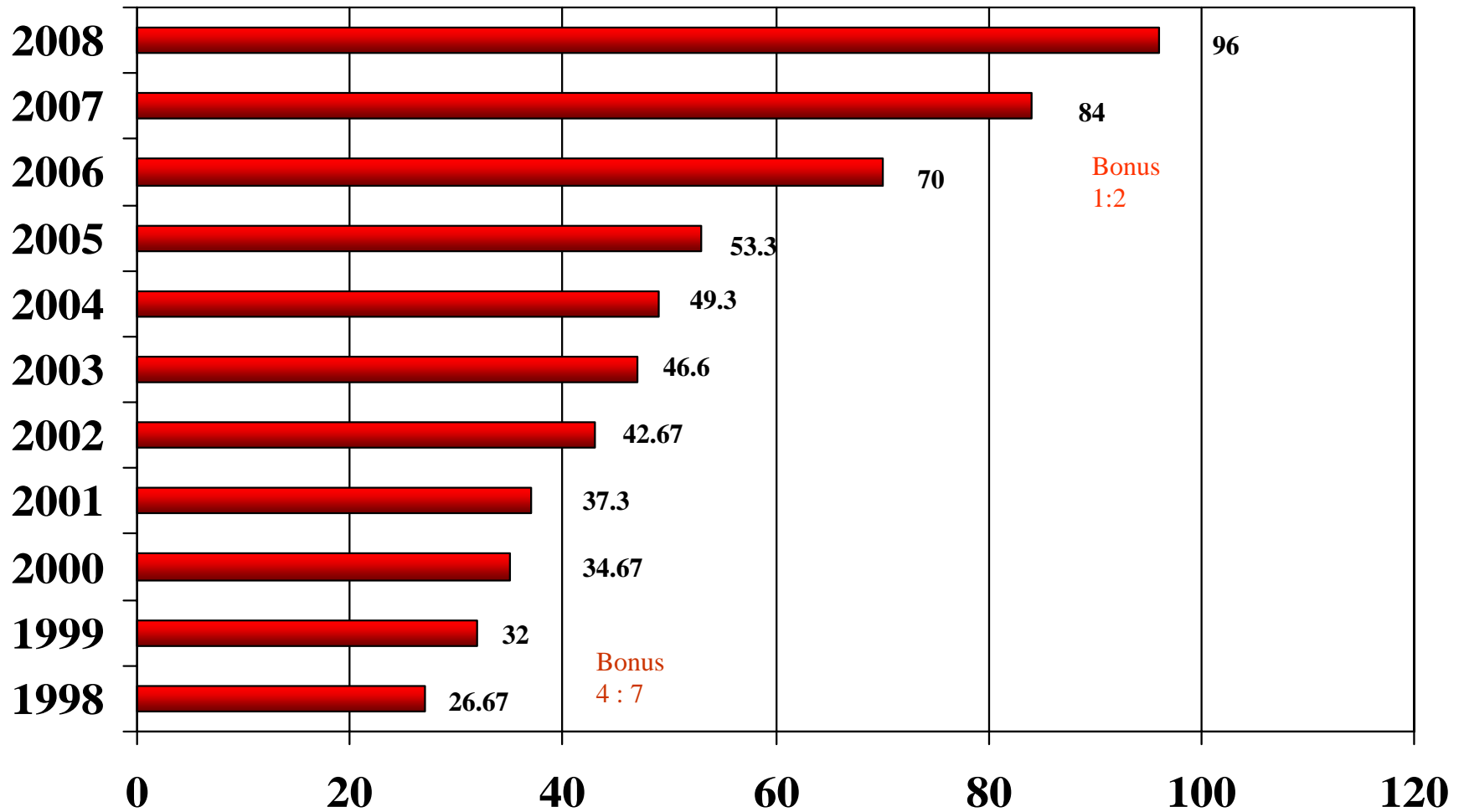
# Performance Ratios

## Return on Assets



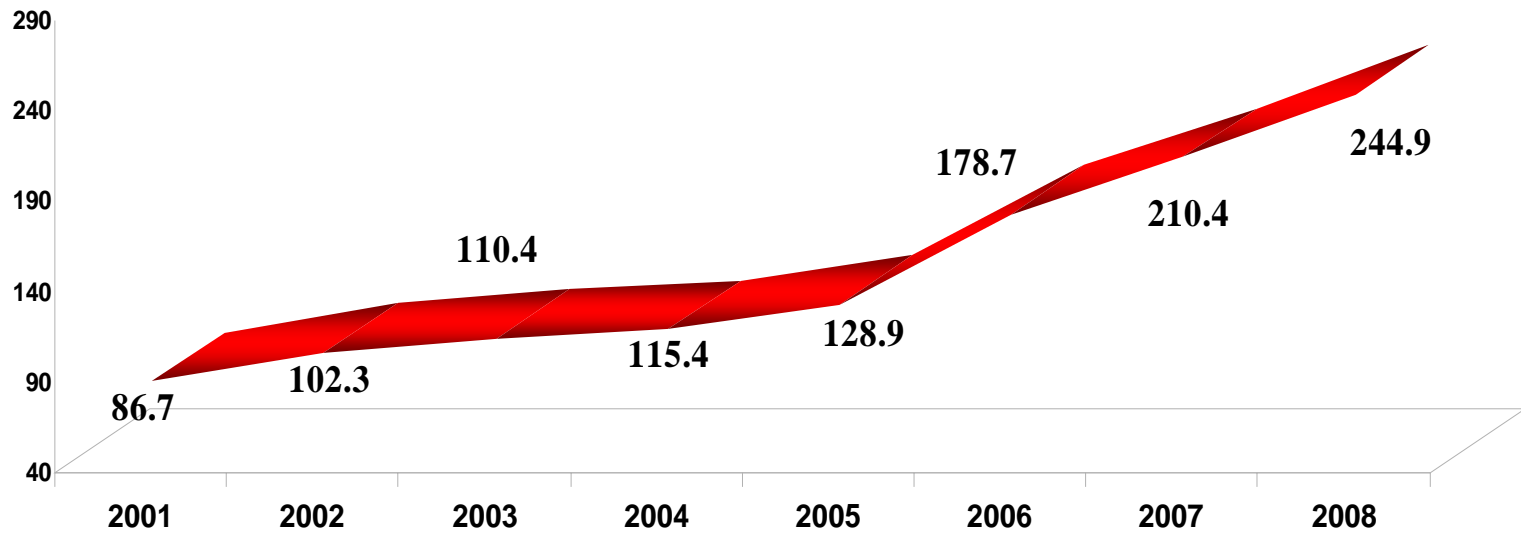
# Consistent Dividend Growth

10 Year CAGR 13.66%



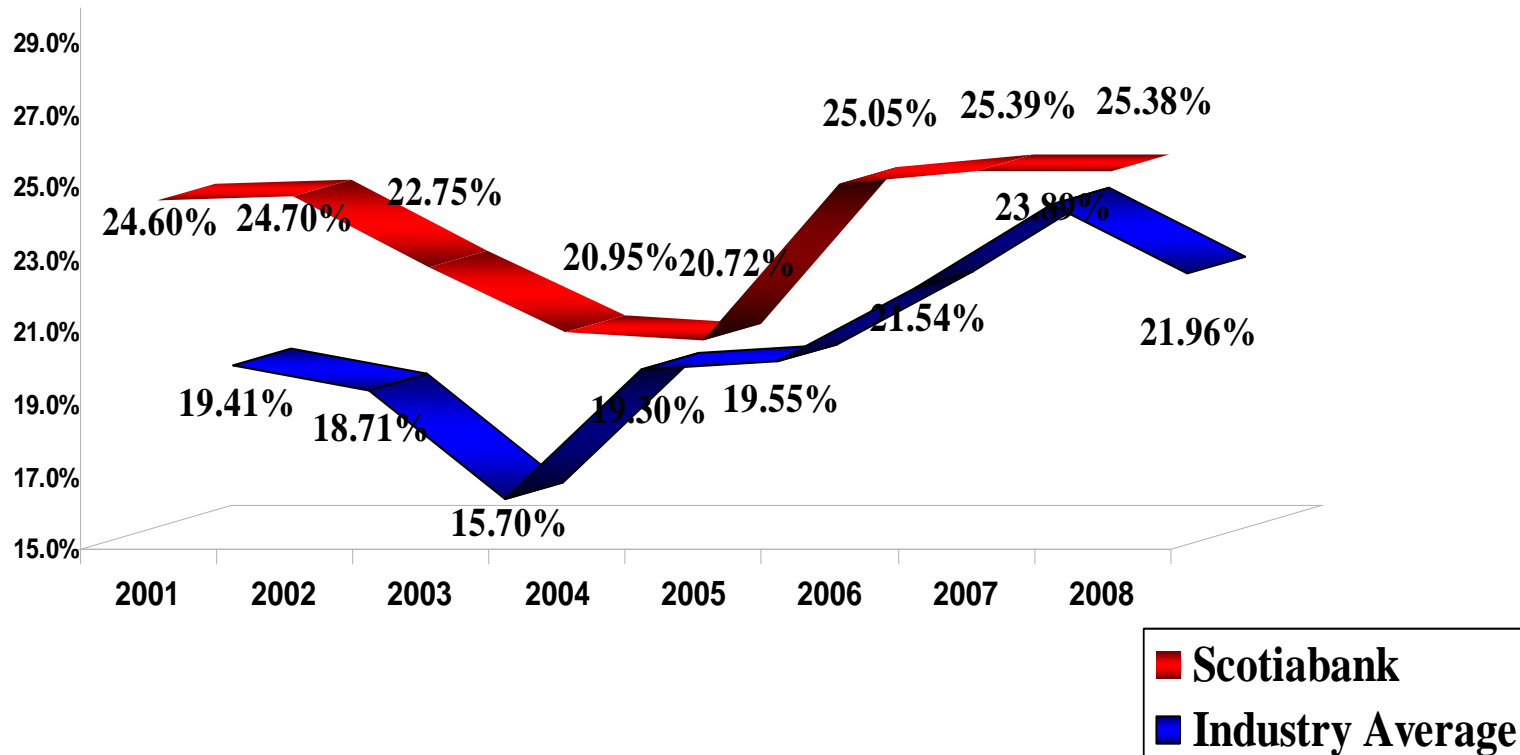
# Earnings per Share

Cents

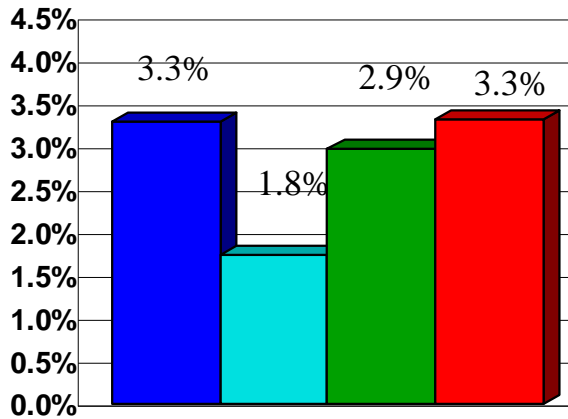


# Performance Ratios

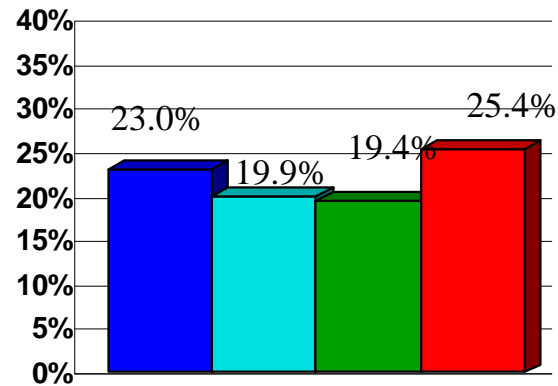
## Return on Equity



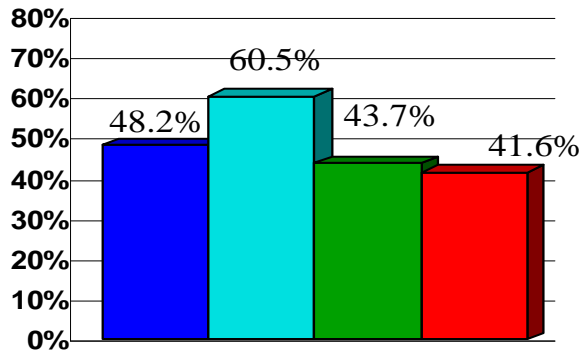
# Industry's Performance Measures



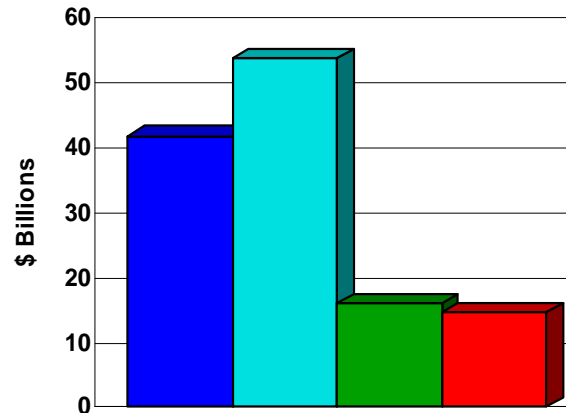
Return on Assets



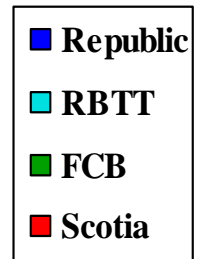
Return on Equity



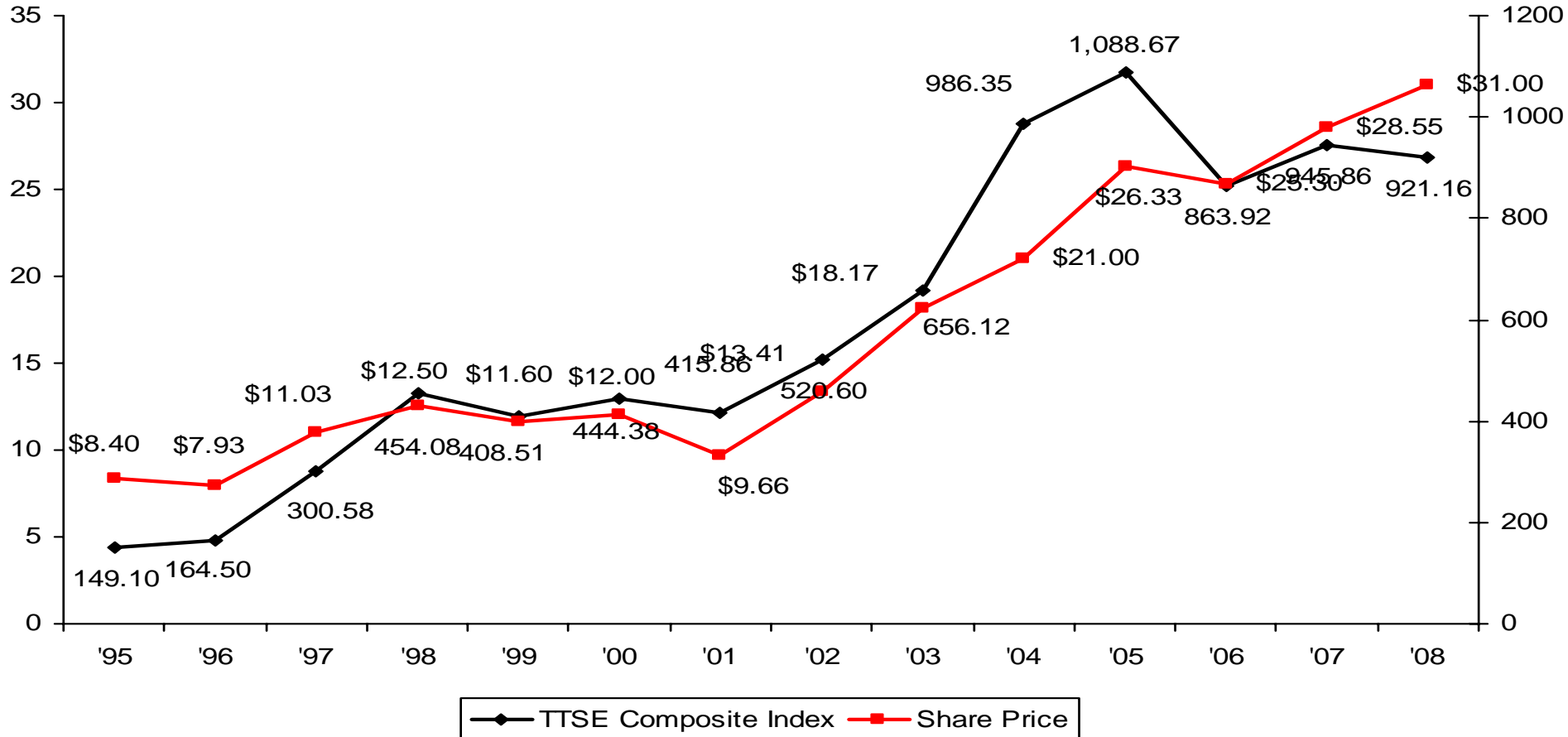
Productivity Ratio



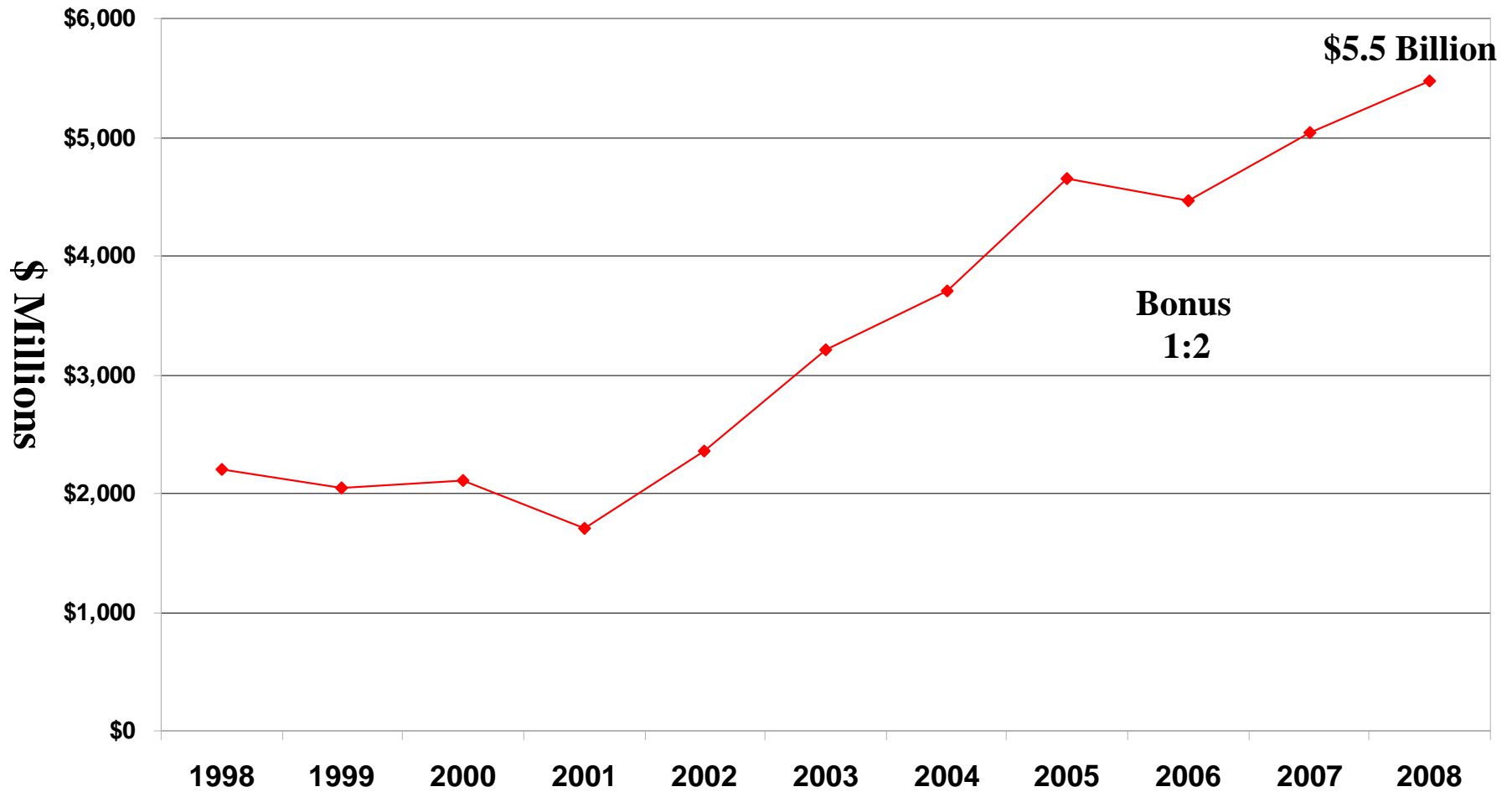
Total Assets



# Scotiabank's Share Price Trend



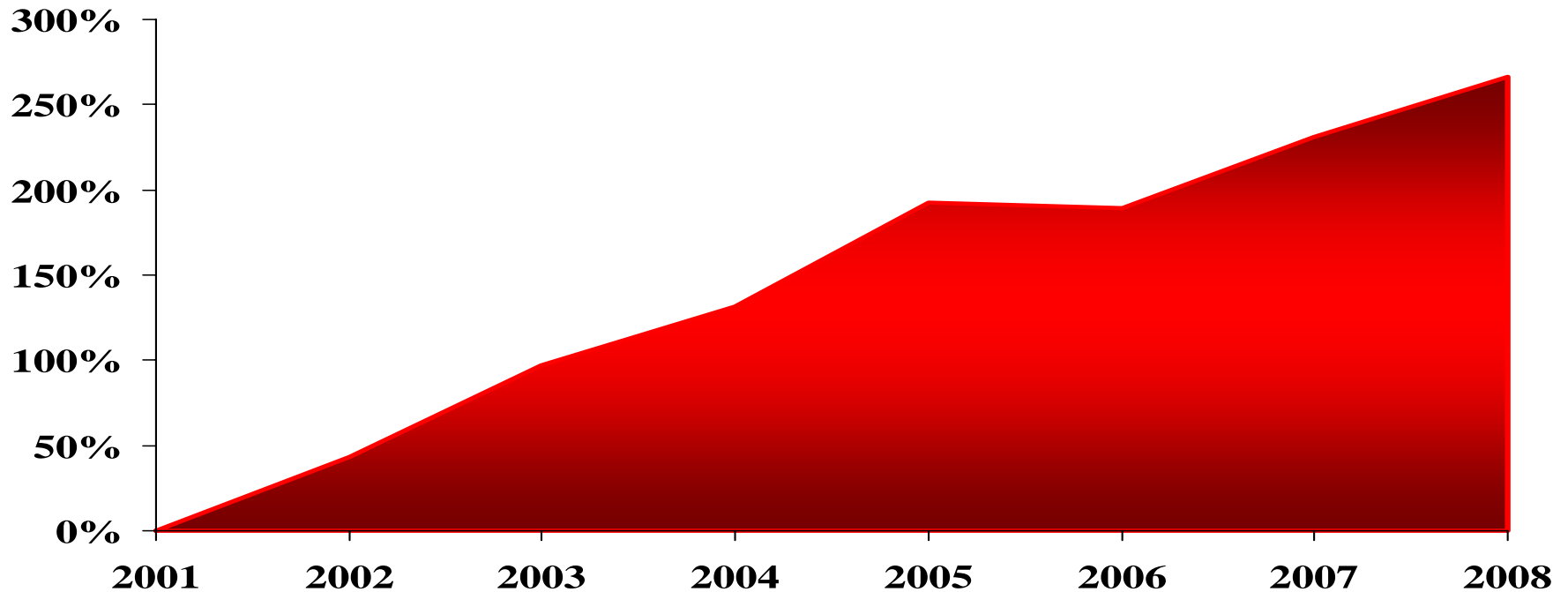
# Scotiabank's Market Capitalization



# Return to Shareholders

Share price appreciation plus dividends received

7 year CAGR 20.4%



# Corporate Social Responsibility

2008 Annual Report

## Corporate Social Responsibility

Scotiabank Trinidad and Tobago Limited is committed to building customer satisfaction, focusing on employee engagement, supporting the community we serve and following our operational processes to minimize negative environmental effects.

We have an Executive Social Responsibility Committee that oversees the bank's social responsibility strategy. The Committee is made up of senior executives from across the bank, including the President and CEO, and reports to the Board of Directors.

Our social responsibility strategy is focused on three key areas: customer satisfaction, employee engagement, and community support.

Customer Satisfaction: We focus on providing excellent service to our customers, ensuring they have a positive experience with our bank.

Employee Engagement: We invest in our employees, providing training and development opportunities to help them grow their skills and careers.

Community Support: We support the communities we serve through various initiatives, including financial literacy programs and social responsibility training.

Environmental Stewardship: We follow best practices to minimize our environmental footprint, including energy conservation and waste reduction.

Transparency: We are committed to transparency in our reporting, providing clear information on our social responsibility performance.

Accountability: We hold ourselves accountable for our social responsibility performance and are committed to continuous improvement.

Leadership: Our leadership is committed to social responsibility and sets the example for the rest of the organization.

Partnerships: We partner with other organizations to create positive social impact and address community needs.

Measurement: We use various metrics to measure our social responsibility performance and track our progress over time.

Reporting: We report on our social responsibility performance in our annual report and through other communication channels.

Integration: We integrate social responsibility into our core business operations and decision-making processes.

Commitment: We are committed to social responsibility as a core part of our business strategy and values.

Impact: We strive to create a positive social impact through our social responsibility initiatives and actions.

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2008 Annual Report  
Corporate Social Responsibility

Our New York branch provides our customers with a wide range of services, including personal banking, business banking, and investment services. We are committed to providing excellent service to our customers and supporting the communities we serve.

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Giving Back...



**Scotiabank**  
TRINIDAD & TOBAGO  
**FOUNDATION**

*There when you need us*





**WOMEN AGAINST  
BREAST CANCER**



**9,600  
Screened**

**Over  
5,700  
Mammograms &  
Ultrasounds -**



# SPORT AND CULTURE



**Kiddy Cricket**



**The Trinidad and Tobago Music Festival**



**Unsponsored Steelbands**

# GENERAL PHILANTHROPY



39<sup>th</sup> Annual Meeting of Shareholders, Friday 27th February, 2009

# Global Financial Turmoil



# Strategies

- **Revenue growth**
- **Cost containment**
- **Development of our leadership competencies**
- **Prudent and effective risk management**



- **Good financial health**
- **Canadian ties put us in somewhat of a fortunate position, due to the fact that the Canadian financial industry is among the strongest and most developed in the world**
- **Our parent company has a solid capital base – one of the best by worldwide standards – that provides us with a strong cushion against economic turbulence.**



# 2009 TOP 10 BANK WORLDWIDE<sup>†</sup>

† "...amongst the top ten best performing financial services firms in the world, according to international management consult Oliver Wyman."  
Copyright © 2009 Oliver Wyman. Annual State of the Financial Services Industry – 2009. As measured by the Oliver Wyman Shareholder Performance Index SM (SPI) of the world's 400 largest financial services firms. Best performing financial companies with market value >USD\$15 BN (Aug 07 - Dec 08).



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