

Strategy in Action

December 6, 2013







Investor Presentation

Fourth Quarter, 2013



Caution Regarding Forward-Looking Statements

Our public communications often include oral or written forward-looking statements. Statements of this type are included in this document, and may be included in other filtings with Canadian securities regulators or the United States Securities and Exchange Commission, or in other communications. All such statements are made pursuant to the "safe harbour" provisions of the United States Private Securities Liligation Reform Act of 1995 and any applicable Canadian securities legislation. Forward-looking statements include, but are not limited to, statements made in this document, the Management's Discussion and Analysis in Intelligent Securities and Intelligence of the United States and provisions of the United States and global economies. Such statements are typically identified by words or phrases such as "believe", "expect", "anticipate", "intelligence services, expected financial results (including those in the area of risk management), and though the Canadian, United States and global economies. Such statements are typically identified by words or phrases such as "believe", "expect", "anticipate", "intelligence "e



Overview

Brian Porter

President & Chief Executive Officer



Fiscal 2013 Overview

- Strong financial results in 2013
 - Adjusted net income of \$6.6 billion, up 15% from 2012
 - Adjusted EPS up 10% from 2012
 - Positive operating leverage
 - ROE: 16.4%
- Revenue growth of 12% from last year (excl. one-time items)
- Prudent risk management and disciplined cost control
- · Strong capital build continues
- Quarterly dividend increased twice in 2013, total of 9%
- Economic environment more stable, but with a moderate growth outlook



Strategic Priorities

Canadian **Banking**

- Deepen existing relationships within targeted customer segments
- Build on the strength of our expertise in payments
- Leverage commercial banking platform to achieve greater market penetration
- Extend ING Direct's "savings" value proposition to meet the banking needs of self-directed customers

International **Banking**

- Leverage expertise in key markets with a focus on becoming the primary bank to our customers
- Optimize our operating model to maximize efficiency to best serve our customers
- Make it easier for our customers to do business with us
- Drive growth and scale in our priority regions of Latin America and Asia

Global Wealth & **Insurance**

- · Continue to build scale in global asset management
- Focus on our high net worth offering to deliver integrated customer solutions
- Build insurance business with quality products for targeted customer segments
- Drive growth in Global Transaction Banking through integrated cash management, payments and trade finance solutions

Global Banking & Markets

- · Strengthen customer relationships and product capabilities to enhance profitability
- Optimize our coverage model to drive cross-sell
- Grow our business in regions that capitalize on the Bank's existing geographic footprint

Fiscal 2013 Financial Targets

Metric	Objective	2013 Results	Achieved
EPS Growth ¹	5-10%	10.2% ²	\checkmark
ROE	15-18%	16.4%	✓
Productivity Ratio	<56%	53.5%	√
Capital	Maintain strong ratios	9.1%	√

- Excluding real estate gains in 2012 Excludes \$90MM net benefit related to non-recurring items in International Banking in Q3/13



Medium-Term Financial Objectives

Metric	Objective
EPS Growth	5-10%
ROE	15-18%
Operating Leverage	Positive
Capital	Maintain strong ratios



Financial Review

Sean McGuckin **Chief Financial Officer**



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Q4 2013 Financial Performance

\$ millions, except EPS	Q4/13	Q/Q ¹	Y/Y
Revenues	\$5,493	1%	11%
Expenses	\$2,949	1%	9%
Net Income	\$1,703	1%	12%
Diluted EPS	\$1.30	0%	10%
ROE	15.7%	(40 bps)	(70 bps)
Productivity Ratio	53.7%	(30 bps)	120 bps
Basel III CET1 Ratio	9.1%	20 bps	N/A

Dividends Per Common Share

\$0.60

Q2/13

+\$0.03

Q1/13

+\$0.02

\$0.60

Q3/13

\$0.62

Q4/13

Highlights

- Double-digit EPS growth Y/Y
- Solid operating performance across most business lines, particularly Canadian Banking
- Strong revenue growth of 11% Y/Y
- > Solid broad-based asset growth and acquisitions
- > Slightly lower core banking margin both Y/Y and Q/Q
- > Increased banking and wealth management fees
- > Higher trading revenues and securities gains
- Solid expense control Y/Y
- > Acquisitions accounted for ~50% of increase
- > Positive operating leverage
- > Continuing to prudently invest for future growth
- Basel III CET1 ratio of 9.1%

Good finish to the year



Q4/12

Excludes \$90MM net benefit related to non-recurring items in International Banking in Q3/13

Capital **Basel III Common Equity Tier 1** (%) 8.9 7.7¹ Q1/13 Q4/12 Q2/13 Q3/13 Q4/13 Risk-Weighted Assets (\$B) 288 280 282 277¹ Q4/13 Q4/12 Q1/13 Q2/13 Proforma including the CVA capital charge subsequently deferred to 2014 and adjusted for the ING DIRECT acquisition

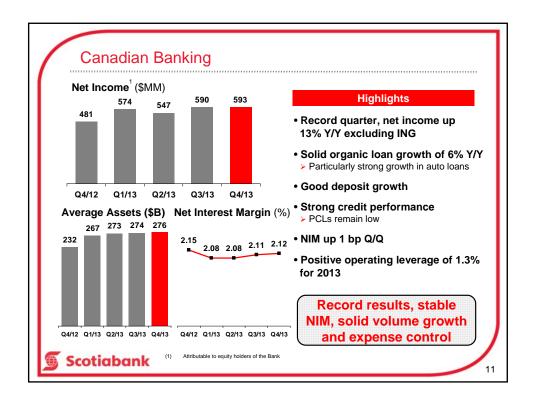
Highlights

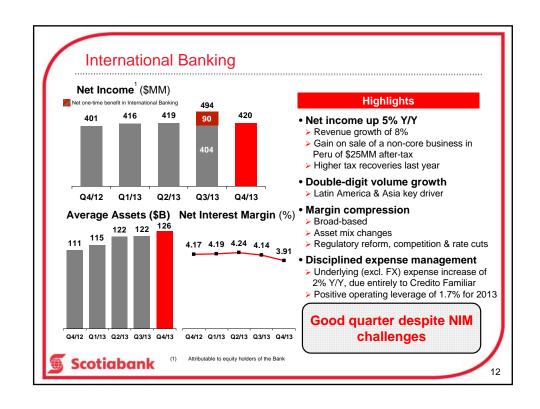
- 2013 internal capital generation of \$3.3 billion
- Risk weighted assets up \$5.9 billion or 2% from previous quarter to \$288 billion
- > Foreign exchange partially contributed to increase
- · Continuing to redeploy capital into our four business lines

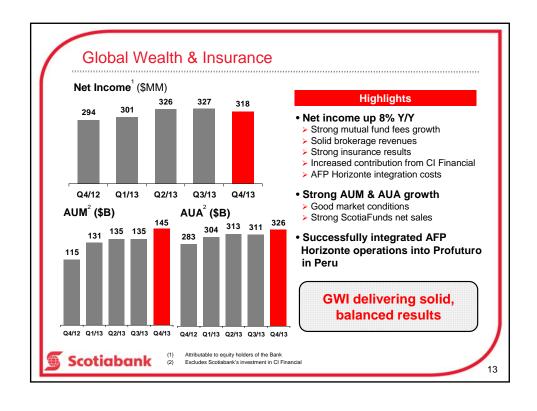
Well-positioned for evolving regulatory environment

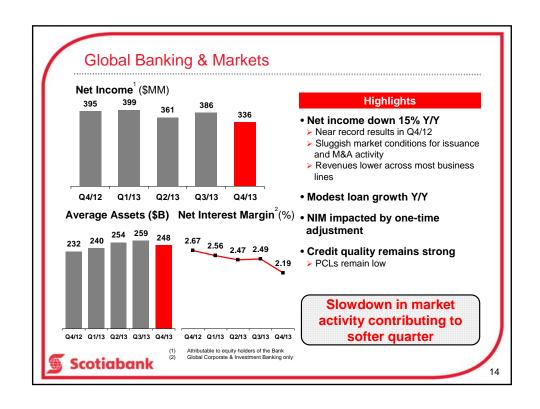
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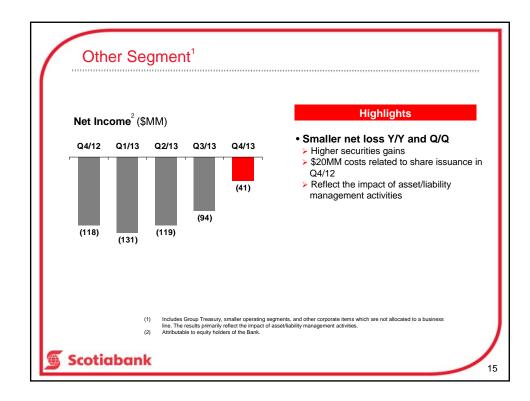
10













Credit Quality

- Credit quality remains solid and well within risk appetite
 - Solid credit performance with All-Bank PCL ratio remaining low at 32 bps
 - Modest uptick in International Commercial PCLs
- Net formations of impaired loans normalized to \$315 million this quarter
 - Primarily due to a one-time jump in formations last quarter mainly driven by Colombia acquisition
- · Market risk remains low and well-controlled
 - Average 1-day All-Bank VaR: \$17.9MM vs. \$17.4MM in Q3/13
 - One trading loss day in Q4/13



17

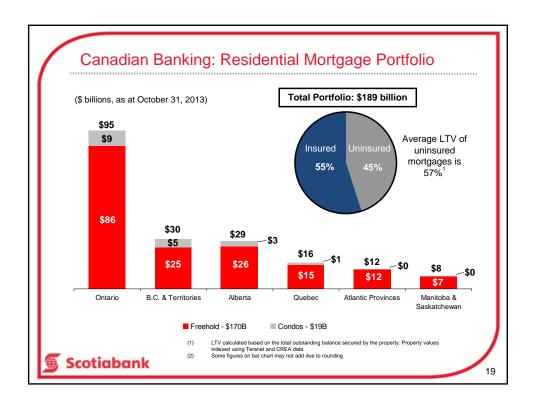
Provisions for Credit Losses

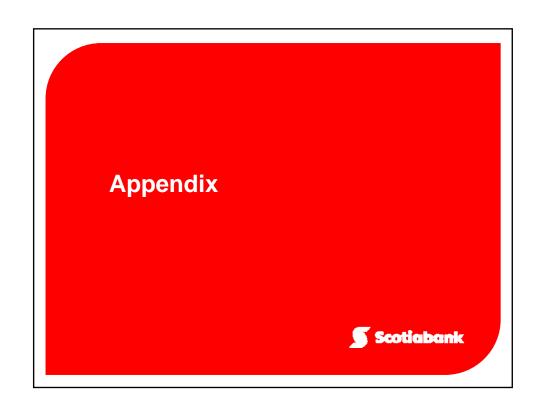
(\$ millions)	Q4/12	Q1/13	Q2/13	Q3/13	Q4/13
Canadian Retail	99	108	106	103	106
Canadian Commercial	33	10	30	5	9
	132	118	136	108	115
International Retail	159	171	180	177	170
International Commercial	17	15	14	17	37
	176	186	194	194	207
Global Wealth & Insurance	2	1	1	1	-
Global Banking & Markets	11	5	12	11	7
Total	321	310	343	314	329
PCL ratio (bps) on performing loans	36	32	35	31	32

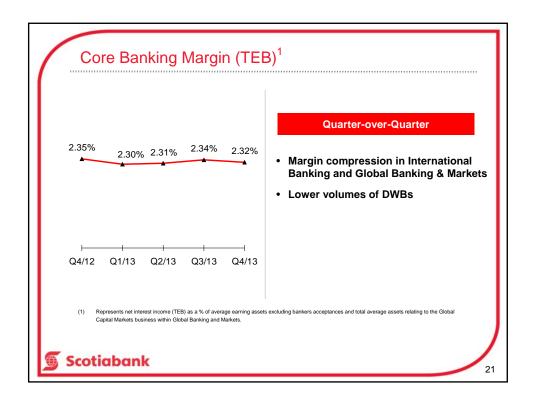
Note: International Banking's total includes the impact of Colombian purchased portfolio. The Bank expects the PCL ratio to rise with the maturity of the acquired portfolio. See page 28 of the 2013 Annual Report.

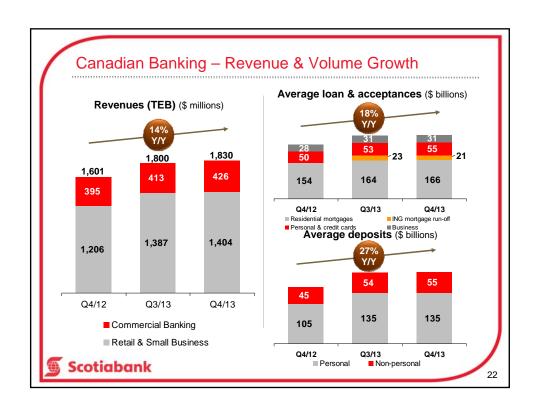


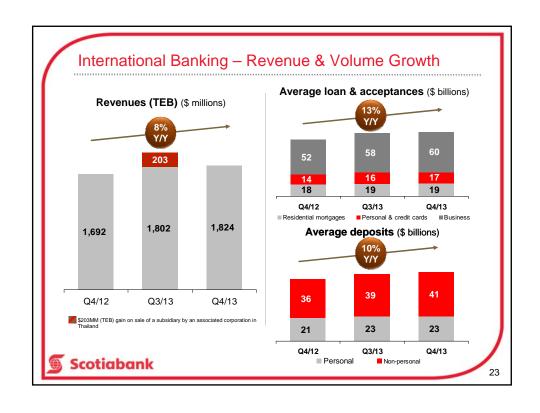
18

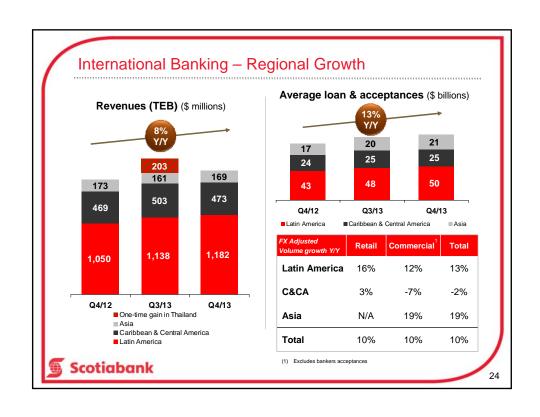


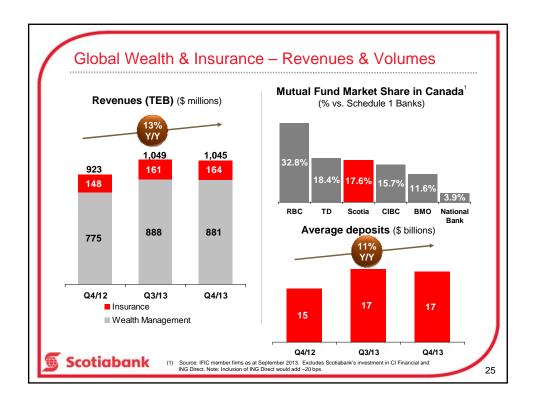


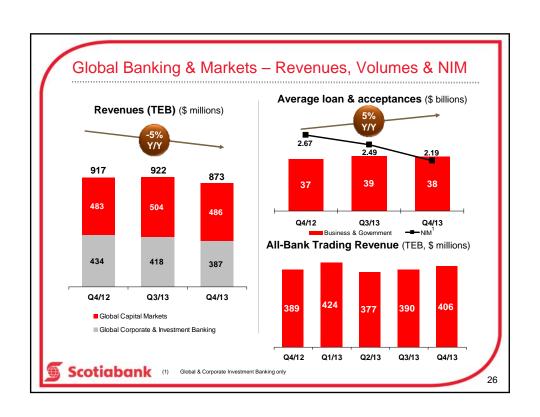












Economic Outlook in Key Markets

	Real GDP (Annual % Change)			
Country	2000-12 Avg.	2013F	2014F	2015F
Mexico	2.4	1.3	3.3	3.7
Peru	5.7	5.1	5.4	5.6
Chile	4.5	4.4	4.4	4.7
Colombia	4.2	4.2	4.8	4.5
Costa Rica	4.3	3.3	3.9	4.0
Dominican Republic	5.2	2.5	3.5	3.8
Thailand	4.2	3.5	4.0	4.5
	2000-12 Avg.	2013F	2014F	2015F
Canada	2.2	1.7	2.2	2.5
U.S.	1.9	1.6	2.5	3.0

Source: Scotia Economics, as of November 29, 2013.

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27

PCL Ratios

(Total PCL as % of average loans & BAs)	Q4/12	Q1/13	Q2/13	Q3/13	Q4/13
Canadian Banking					
Retail	0.20	0.18	0.18	0.17	0.17
Commercial	0.46	0.14	0.42	0.06	0.13
Total	0.23	0.18	0.21	0.16	0.17
International Banking					
Retail	2.03	2.12	2.15	2.06	1.93
Commercial	0.13	0.12	0.10	0.11	0.25
Total	0.84	0.87	0.87	0.84	0.87
Global Wealth & Insurance	0.08	0.04	0.10	0.05	-
Global Banking & Markets					
Corporate Banking	0.12	0.05	0.13	0.12	0.07
All Bank	0.36	0.32	0.35	0.31	0.32

Note: International Banking's total includes the impact of Colombian purchased portfolio. The Bank expects the PCL ratio to rise with the maturity of the acquired portfolio. See page 28 of the 2013 Annual Report.



28

