



Ombudsman Annual Report

FISCAL 2021

NOVEMBER 1, 2020 - OCTOBER 31, 2021

The Role of the Scotiabank Ombudsman

The Scotiabank Complaint Resolution Process provides customers with the opportunity to request a review by the Scotiabank Ombudsman after their complaint has been investigated and a final decision has been provided by a Scotiabank representative.

The primary mandate of the Scotiabank Ombudsman is to offer a fair and credible dispute resolution process to investigate unresolved customer concerns. The Ombudsman also looks to identify and make recommendations on how Scotiabank can improve their operations, products, and services to enhance the customer experience.

Investigations are conducted based upon the documentation and other evidence provided by the customer and the Bank, enabling both parties to present their interest in seeking a resolution.

The role of the Ombudsman is to act as an impartial arbiter, not to be an advocate for either party, in seeking a solution. Any recommendations that may be brought forward in an effort to reach a fair and balanced solution are non-binding and parties are free to pursue other remedies if an agreement is not reached. The services of the Scotiabank Ombudsman are free of charge to all Scotiabank customers.

The Scotiabank Ombudsman requires all concerns to be submitted in writing. There are some areas that fall outside the mandate of our office, including investigations about credit decisions, service fees, interest rates, matters in litigation, and other matters of general policy.

For additional information, please refer to our website at scotiabank.com/customer-care

In Fiscal 2022

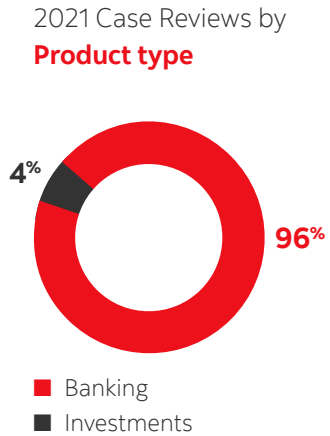
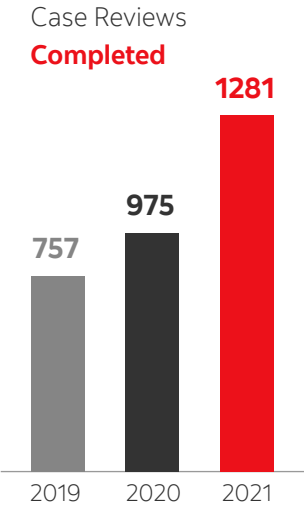
The Office of the Scotiabank Ombudsman will become known as the Scotiabank Customer Complaints Appeals Office - more details coming soon!

Scotiabank®

When we will investigate

Our office will investigate when we have received a signed Consent Agreement whereby the customer acknowledges understanding the process to be followed and agrees to maintain the confidentiality of the Ombudsman’s files and all correspondence. The complaint must materially relate to Scotiabank operations in Canada. We will investigate concerns relating to either Scotiabank or Scotia Wealth (Investments).

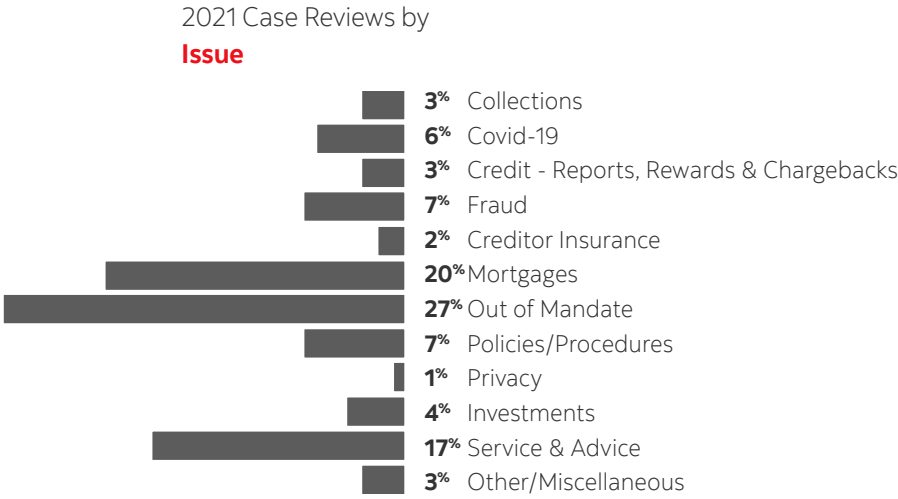
In 2021, the increase to case reviews completed was partially driven by factors such as fluctuating/low mortgage rates (please see Tips to help you avoid common concerns on page 4). As well, some of the increase can be attributed to customers having a better understanding of the complaint handling process that is available to them as we strive to make the overall process as timely and accessible as possible.



What we will investigate

While we investigate the majority of concerns which are escalated to us, the Ombudsman does not:

- review complaints about matters of general policy (such as interest rates, service fees or account closures). The Ombudsman may, however, review issues related to such complaints to determine whether proper procedures were followed;
- reverse or alter credit decisions. The Ombudsman may, however, review such complaints to determine whether proper procedures were followed by the Bank in making credit decisions;
- review matters that are in litigation, are being handled by lawyers on behalf of the Bank or have already been decided by the courts or administrative tribunals;
- review complaints related to transactions for which records no longer exist.



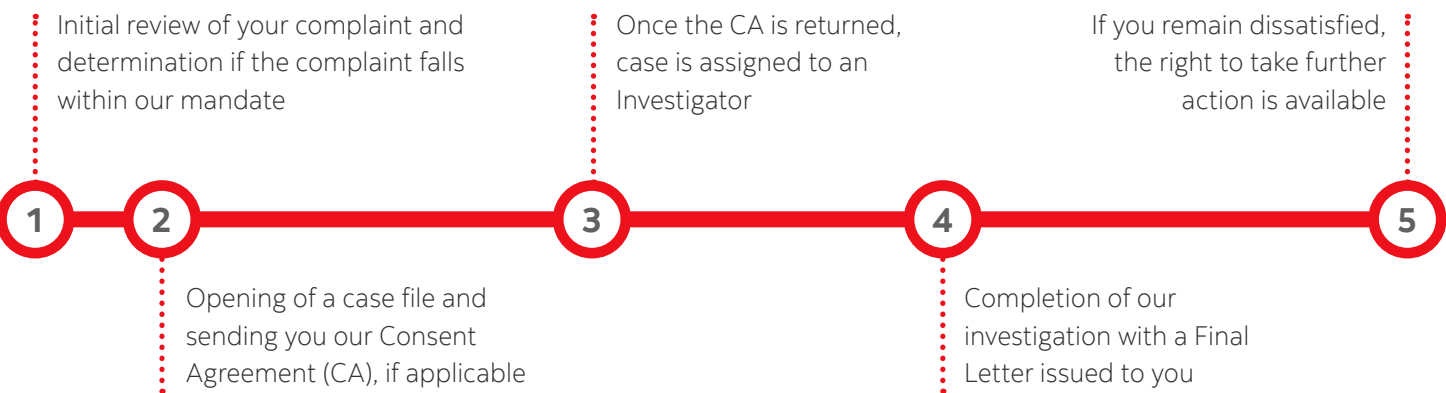
How we will investigate

- We will ask you for any information that you have that you think will help us investigate the complaint.
- We will also ask Scotiabank employees for any relevant information.
- We may discuss this matter with you and with employees of Scotiabank or its affiliates who are involved in this matter or who can assist in the investigation.
- We may need to share any information you provide to us (including personal information) with employees of Scotiabank or its affiliates for the purpose of investigating your complaint.

A word on Out of Mandate cases

If it is determined that a complaint does not fall within our mandate, we will still investigate to confirm that regulatory requirements have been met and the Bank has followed proper procedures. Just like in a full investigation, an explanation letter is issued to the customer, however we do not ask customers to sign a Consent Agreement. The option to appeal the Bank’s decision to an External Complaints Body (ECB) is still available to customers. More information on ECBs can be found on the next page.

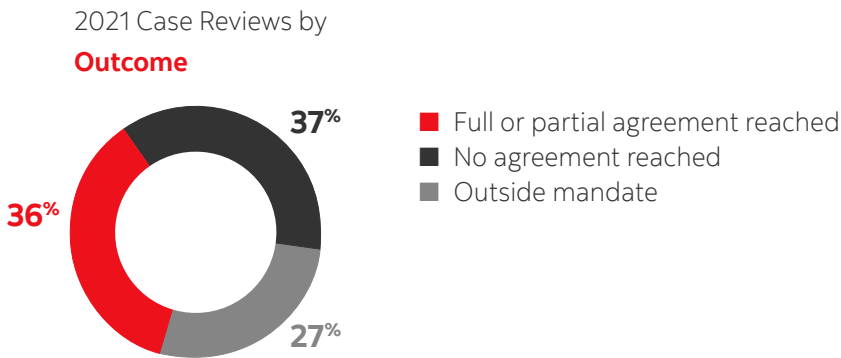
Process Overview



What you can expect with our final letter

At the end of our investigation, we will provide you with the Ombudsman’s findings, which will either outline our recommended resolution in the hope of resolving your complaint in a fair and efficient manner or support the actions taken by Scotiabank.

In 2021, full or partial agreement was achieved in 36% of received cases, meaning our office accepted the resolution requested by the customer, or a mutually agreeable compromise was reached. If we recommend compensation, a signed Release will be required before we instruct the Bank to complete a payment.



2021 Case Reviews

Time taken to close

The average time taken for all files, including both Full Investigation and Out of Mandate cases, was 29 days.

- Full investigation cases took an average of 35 days, measured from the time the signed Consent Agreement was returned until the final closing letter was issued.
- Out of Mandate cases took an average of 12 days, measured from the date the complaint was received until the final closing letter was issued.

If you remain dissatisfied

The right to take further action is available. You may refer your complaint to an External Complaints Body (ECB) for review.

- For Banking complaints the Bank’s ECB is ADR Chambers Banking Ombuds Office (ADRBO).
For further information, please refer to the [Complaint Resolution Process](#)
- For Investment complaints the Bank’s ECB is the Ombudsman for Banking Services and Investments (OBSI).

Tips to help you avoid common concerns



The value of your investments can fluctuate based on a number of factors such as market and economic conditions or interest rates. For this reason, it is essential that you and your advisor work together to ensure that the investments you choose are suitable for you.

Your investment advisor is responsible for acting ethically and professionally in their dealings with you. They must also make certain that the advice they provide fits your financial situation, and your investment goals. To do so, they apply the Know Your Client (KYC) rule and obtain information from you about your financial situation, investment objectives, level of investment knowledge and tolerance for risk.

You are responsible for understanding the products and services you buy. Carefully read all correspondence you receive from your securities firm, including your account statements. You also need to ensure that your advisor is informed about your current financial situation and should be told about significant changes concerning your health, work or family.

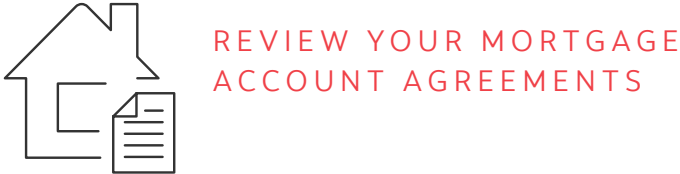


Your agreements for your Scotiabank debit or credit card accounts require you to review your account balance to verify all transactions have been properly recorded (for a debit card) or to review your statements each month (for your credit card) to ensure there are no unauthorized transactions on your accounts.

If you do not notify the Bank promptly of any problems, such as a transaction that you do not recognize or may suspect as fraudulent, that indicates to the Bank that you agree with the contents of the statement. Further, this indicates that all transactions on your account or a statement have been authorized by you or any other account holders/cardholders.

This is true even in the case of Scotiabank credit cards that are protected by the zero liability policy (additional information on the zero liability policy is available on [scotiabank.com](https://www.scotiabank.com)). Under the zero liability policy, you will not be responsible for unauthorized transactions on your card, but you must report those unauthorized transactions immediately to the Bank otherwise, as indicated above, all transactions on your statement will be considered authorized.

It is, therefore, important that you review your statements carefully when you receive them and notify the Bank immediately if you find a problem.



Have you read your Mortgage agreements? Be sure to review your Mortgage documents to understand your obligations and options to manage your Mortgage. By reviewing your Mortgage terms and conditions, you will understand your renewal options, how prepayment charges are calculated and other factors you need to consider if you are considering renewing, moving, selling, switching or refinancing.

If you want details on Mortgage Prepayment options or information about how the Bank calculates prepayment charges, information can be found on [scotiabank.com](https://www.scotiabank.com) within the Mortgage Centre under the heading “Understanding Mortgage Prepayments and Charges”. The online Mortgage Centre also provides tools, videos, articles and resources to answer your mortgage questions.

Renewal tip: The Bank requires your Mortgage renewal instructions in writing prior to the maturity date and will not accept instructions from a third party. Without instructions from you or full payout on or before the maturity date, your Mortgage will auto-renew to a 6 month closed term. If you do not wish your Mortgage auto-renewed at maturity you must contact the Bank, prior to maturity, to discuss your options.



PREVENT FRAUD

Remember the old adage: “If it seems too good to be true, it probably is.” Criminals are getting increasingly sophisticated and the internet has become one of their favourite instruments these days.

Be cautious when buying or selling merchandise on the internet. Be especially cautious if someone offers you a job as their agent through the internet or if a foreign student tries to rent a room from you through the internet.

As cryptocurrencies continue to grow in interest, so do fraudster’s interests in benefiting from cryptocurrency markets. Threats and scams tied to initial coin offerings have been growing in volume over the past year. Customers are urged to exercise caution when sending cryptocurrency and to research to ensure they are using reputable and compliant services.

A criminal may send a cheque or wire transfer to you for more than the agreed upon amount and ask you to wire back a portion of those funds to them. Alarm bells should sound if anyone sends you a cheque for more than the agreed upon amount and asks you to return a portion of the funds to them.

At some point, you’ve probably received an email that just didn’t seem right. Phishing emails can come from fake e-commerce stores, financial institutions, organizations offering fake prizes/gifts and even fraudulent charities.

A phishing email will typically request sensitive information like a password, credit card number, or Social Insurance Number with the goal of stealing your money or your identity.

Fraudsters may try to “Phish” your credentials by posing as reputable organizations and sending you links and attachments via email to gain access to your personal and financial information. Beware of phishing or vishing “phone” scams and fake SMS messages. Never give out your personal information or click links you are not familiar with. Consider using multi-factor authentication to secure your accounts or authorize your transactions.

An account takeover is when a fraudster uses your stolen personal information to fraudulently gain access to your online or financial accounts. The fraudster then makes unauthorized purchases from your account. It’s important to always check your financial statements to catch these purchases when they happen by calling your bank to cancel or block the payment.

If you have any doubts, discuss the situation with your banker.



About the Scotiabank Ombudsman

Scotiabank’s Ombudsman is **Robert Fraser**.

He has worked in increasingly senior roles across a wide variety of areas, including customer concerns resolution, retail banking, advice solutions, and compliance.

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