

CCAO Annual Report

FISCAL 2025
NOVEMBER 1, 2024 – OCTOBER 31, 2025

The Role of the Customer Complaints Appeals Office (CCAO)

The CCAO is the final internal step in the Scotiabank Complaint Resolution Process and offers clients an opportunity to request an additional review after their concern has been investigated by a Scotiabank representative at the Escalated Customer Concerns Office (ECCO).

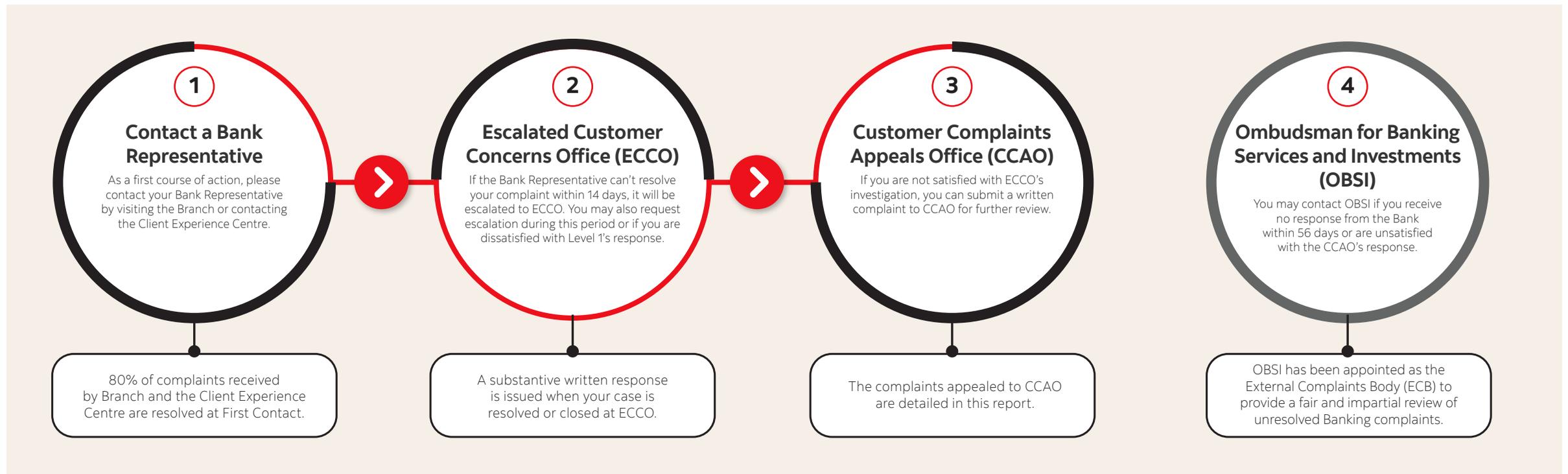
The primary mandate of CCAO is to ensure every unresolved client complaint is reviewed through a fair, transparent, and accessible dispute resolution process. CCAO is dedicated to understanding each client's experience and seeks ways for Scotiabank to improve its operations, products, and services in order to enhance the overall client experience.

CCAO's investigations are based on the documentation and information shared by both the client and the Bank, ensuring each party has a full and equal opportunity to present their perspective. While recommendations provided by CCAO are non-binding for clients, CCAO aims to support a balanced and constructive resolution. If CCAO's process does not lead to a satisfactory resolution, clients have the opportunity to engage external resources outlined in this report, ensuring every avenue for support remains open.

For more information, please visit:

www.scotiabank.com/resolvingyourcomplaint

Pathways to Complaint Resolution



The CCAO's Investigation Process

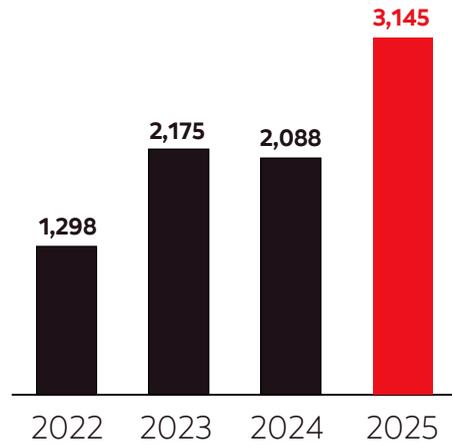
CCAO investigates upon receiving client consent and clients are required to agree to maintain the confidentiality of all CCAO files and correspondence. The complaint must materially relate to Scotiabank operations in Canada.

During CCAO's investigation, CCAO is committed to maintaining transparent communication with clients by providing regular status updates and focusing on achieving resolutions that meet client satisfaction. As part of the process, CCAO collaborates with clients and requests any information that could assist in investigating the complaint, for example:

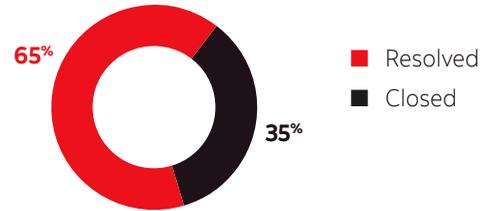
- Relevant information may also be requested from Scotiabank employees.
- CCAO may engage in discussions with you and involved Scotiabank or affiliate employees who are involved in or can contribute to the investigation.
- It may be necessary to share information you provide (including personal information) with Scotiabank or its affiliates.

At the conclusion of CCAO's investigation, CCAO's findings will be shared in writing, which will either outline the recommended resolution in the hope of resolving the complaint in a fair manner or support the actions taken by Scotiabank. If CCAO recommends compensation, a signed Release will be required before the Bank is instructed to complete a payment.

CCAO Case Reviews Completed



2025 Case Reviews by Outcome



A case is considered 'Resolved' if CCAO believes they have resolved the case to the satisfaction of the client.

A case is considered 'Closed' if CCAO believes they were unable to resolve the case to the satisfaction of the client.

2025 Case Reviews by Time to Close

The average time taken was **43 days**.

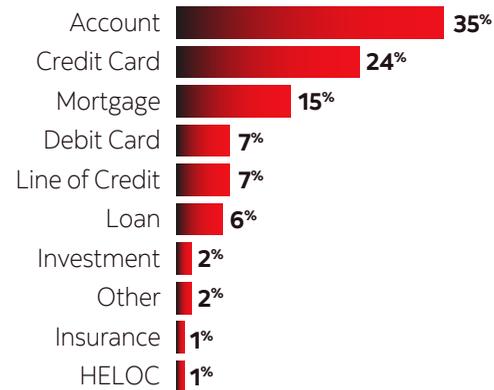


The average time taken by the Bank to investigate a complaint from the date the complaint was first received to the date of the CCAO Substantive Written Response.

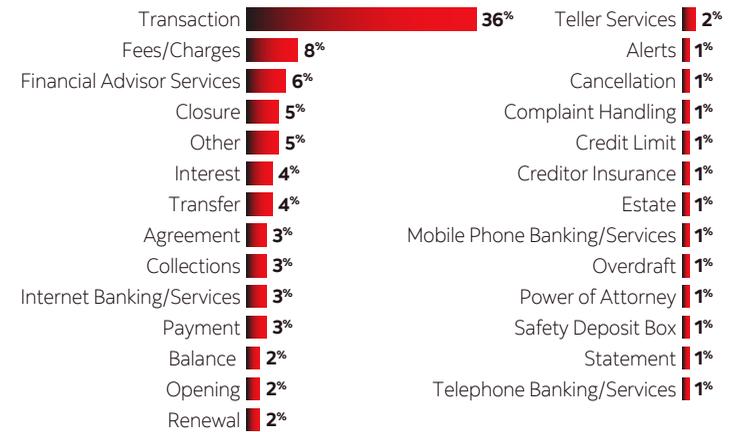
2025 Case Reviews by Nature of Complaint



2025 Case Reviews by Product



2025 Case Reviews by Service



Tips to help you avoid common concerns



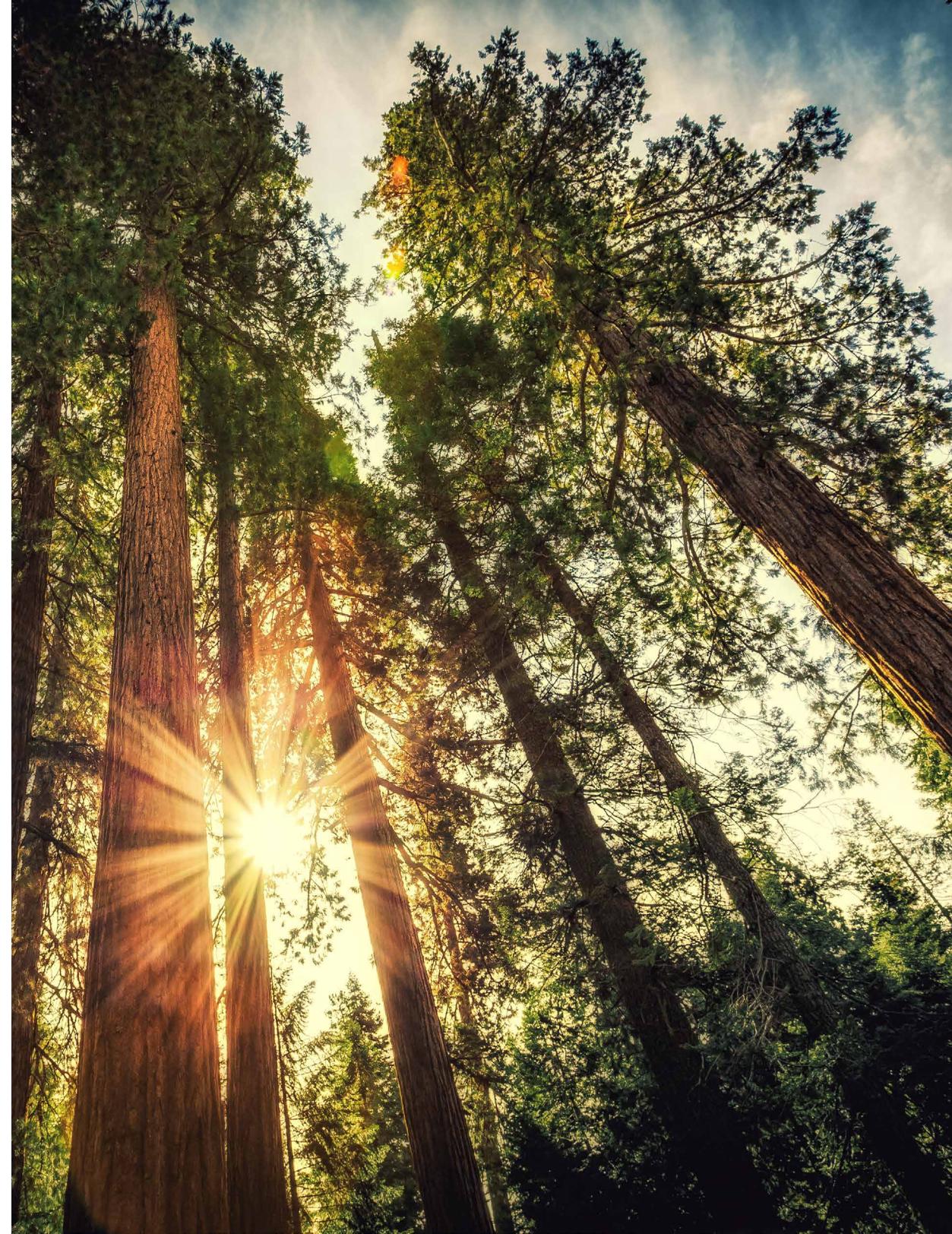
REVIEW YOUR MORTGAGE ACCOUNT AGREEMENTS

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 and provide renewal instructions.



IMMEDIATELY REVIEW YOUR STATEMENTS CAREFULLY

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 and consider it to be correct. Further, this will be taken as confirmation from you that all transactions on your account or a statement have been authorized by you or any other account holders/cardholders. The account agreement for each product or service provides more details including timelines to review your statement. Please refer to your applicable account agreement. It is, therefore, important that you review your statements carefully when you receive them and notify the Bank immediately if you find a problem.





PREVENT FRAUD

Fraudsters are continually refining their tactics, making scams more believable and harder to detect. The speed and sophistication of attacks, especially impersonation and investment scams, are on the rise, requiring constant vigilance and ongoing education. Scammers exploit various channels such as social media, phone calls, texts, and emails to steal personal information and funds.

Phishing and Smishing: Email-based phishing and text-based smishing remain common, using official-looking messages to trick people into sharing confidential information or downloading malware. Always be cautious with unexpected messages and avoid clicking unfamiliar links or attachments.

Investment and Impersonation Scams: There has been a surge in fraudulent investment opportunities, often involving cryptocurrency, promoted online and on social media. Impersonation scams, where fraudsters pose as bank officials, law enforcement, or trusted contacts, are also increasing. Scotiabank helps protect clients by sending targeted alerts, providing up-to-date resources on our Cybersecurity and Fraud Hub, and encouraging clients to verify investment companies using the Canadian Securities Administrators' registration tool (aretheyregistered.ca).

Prevent fraud through strong cyber hygiene: Be cautious of poorly designed websites, lack of business contact details, and requests for credit card information outside the purchase process. Ensure you have unique strong passwords for accounts and are signed up for security alerts and multi-factor authentication, where applicable. Remember, never share one-time passwords (OTP), physical bank cards or personal details, even if the request appears urgent. Hang up on suspicious calls and verify identities before sending money.

Scotiabank is committed to client protection through proactive education, staff training, regular communication about emerging scams, dedicated online resources, and empowering clients with self-serve tools. The following tools are available to ensure clients can take immediate action and enhance their personal security:

Biometrics: Sign in to the Scotia app faster and more securely using your face or fingerprint. Biometrics use unique physical features for verification, making it harder for scammers to replicate your identity.

Info Alerts: Scotiabank sends real-time notifications of account and card activity so you can spot suspicious transactions and act fast to protect your money.

Card Lock/Unlock Feature: Scotiabank's card lock/unlock lets you instantly block most transactions if your card is lost, stolen, or there's suspicious activity. It prevents unauthorized purchases and can be used proactively by locking your card when not in use and unlocking it only for valid transactions.

Fraud Alerts: Scotiabank's Fraud Alerts use analytic technology to detect unusual debit or credit card activity. If suspicious transactions are flagged, your card is temporarily blocked, and you're notified 24/7 by push, text, or email—at no extra cost. Enrollment is automatic for eligible cards. While alerts add protection, not all unauthorized transactions can be detected or reported in time.

For more details and tips on safeguarding yourself, visit our Cybersecurity and Fraud Hub or check out Identifying Common Scams www.scotiabank.com/commonscams.

Scotiabank Customer Complaints Appeals Office

Scotiabank's detailed Complaint Resolution Process can be found online at:

<https://www.scotiabank.com/ca/en/about/contact-us/customer-care/how-to-resolve-your-complaints.html>

Contact

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or 416-933-3299

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Toronto, ON M5H 1H1