

Scotiabank®

INVESTMENT

COMPANION BOOKLET

DECEMBER 2025



We're making some changes to our Investment Companion Booklet.

Effective April 25, 2026, the Resolving Your Complaint section of the Investment Companion Booklet (ICB) has been updated. This section is found in Part 9 of the ICB, both the online and hard copy booklets will be updated to reflect this change later this year.

Part 9 Resolving Your Complaint

The information in this brochure explains who to contact, Scotiabank's process, and the steps to take, including available channels, should you wish to move forward with a complaint. Please reach out to a Bank representative during this process if you would like a status update at any time.

Complaint Resolution if The Bank of Nova Scotia is the Dealer of your Account

Talk to us

As a first course of action, please contact your Bank Representative, visit the Branch or reach out to the Contact Centre (1-800-4SCOTIA or 1-800-472-6842).

If the first person you speak with is not able to resolve your complaint, please ask to speak directly to a manager, who may be able to resolve many issues that arise.

Upon expressing a complaint to Scotiabank, you will receive a written acknowledgment including a case number and a copy of Scotiabank's complaint handling process. You may also receive communication at the conclusion of your complaint.

Contact the Escalated Customer Concerns Office (ECCO)

If your complaint is not resolved after 14 days, it will be escalated to the Escalated Customer Concerns Office (ECCO). You may also request escalation at any time during the 14 days or if you are dissatisfied with the response provided. Upon escalation, a communication will be sent informing you of the updated point of contact.

We aim to resolve each case as quickly as possible; however, should this exceed 56 days, you will receive a notification. When your case is concluded at the ECCO, you will be sent communication outlining the Bank's response.

E-mail escalatedconcerns@scotiabank.com
Mail Escalated Customer Concerns Office
 44 King Street West Toronto, ON M5H 1H1
Phone English 1-877-700-0043 (in Toronto 416-933-1700)
 French 1-877-700-0044 (in Toronto 416-933-1780)

Contact the Customer Complaints Appeals Office (CAAO)

If you are not satisfied following the investigation by the Escalated Customer Concerns Office, you may submit your complaint in writing to the Customer Complaints Appeals Office (CAAO). The CCAO provides an impartial review of customer complaints upon request of the customer.

We aim to resolve each case as quickly as possible; however, should this exceed 56 days, you will receive a notification. When your case is concluded at the CCAO, you will be sent communication outlining the Bank's response.

E-mail ccao@scotiabank.com
Mail Customer Complaints Appeals Office
 44 King Street West Toronto, ON M5H 1H1
Phone 1-800-785-8772

You may contact the external complaints body for banking complaints

The Ombudsman for Banking Services and Investments (OBSI) has been designated as the single external complaints body for banking in Canada. OBSI is responsible for providing a fair and impartial review of unresolved banking complaints.

You may choose to contact OBSI if there has been no response from Scotiabank within 56 days of your complaint or if you are not satisfied with the outcome provided by the Customer Complaints Appeals Office (CCAO).

Web site www.obsi.ca
E-mail ombudsman@obsi.ca
Mail Ombudsman for Banking Services and Investments (OBSI)
 20 Queen Street West, Suite 2400
 P.O. Box 8
 Toronto, Ontario M5H 3R3
Phone 1-888-451-4519
Fax 1-888-422-2865

You may contact the Financial Consumer Agency of Canada (FCAC)

The Financial Consumer Agency of Canada supervises all federally regulated financial institutions, which includes banks, (financial institutions), for compliance with federal consumer protection laws. Financial institutions are legally required to have a complaint-handling process in place. If you have a problem with a financial product or service, you may file a complaint with the responsible financial institution directly.

If you are not satisfied with how your complaint has been handled or 56 days have passed since you made your complaint, you can escalate the complaint to the following external complaints body:

Ombudsman for Banking Services and Investments (OBSI)

Web site www.obsi.ca

If you want to know your rights or need information about the complaint-handling process of a financial institution, you may contact FCAC by online form, mail, or telephone. FCAC uses information from consumer enquiries to support its mandate.

Web site www.canada.ca/fcac
Online form www.canada.ca/en/financial-consumer-agency/corporate/contact-us.html
Mail Financial Consumer Agency of Canada
 427 Laurier Avenue West, 5th Floor
 Ottawa ON K1R 7Y2
Phone: For service in English: 1-866-461-FCAC (3222)
 For service in French: 1-866-461-ACFC (2232)
 For calls from outside Canada: 613-960-4666
Teletypewriter (TTY) 1-866-914-6097 / 613-947-7771
Video Relay Service FCAC welcomes Video Relay Service (VRS) calls. You do not need to authorize the relay service operator to communicate with FCAC.
Visit: <https://srvcanadavrs.ca/en/> to learn more.

Complaint Resolution if Scotia Securities Inc. is the Dealer of your Account

Scotia Securities Inc. (SSI) Customer Complaint Information

SSI is responsible for supervising the activity of its representatives to ensure they comply with regulatory requirements. Customers of SSI who are not satisfied with an investment product or service have a right to make a complaint and to seek resolution of the problem. SSI has a responsibility to its customers to ensure that all complaints are dealt with fairly and promptly.

How to make a Complaint

If you have a complaint, as a first course of action contact your Branch or the Investment Global Client Experience Centre at 1-877-929-4499 (Monday to Friday, 8:00am – 7:00pm EST; after hours voicemail) and explain your complaint.

Upon expressing a complaint concerning SSI to Scotiabank, a SSI Complaints Team will investigate your complaint and respond back to you with the results of their investigation, in most cases, within 90 days of receipt of the complaint (and within 60 days if you are a resident of Quebec). We encourage customers to make their complaint in writing, where possible. Where customers have difficulty putting their complaint in writing, they should advise us so that we can provide assistance. For confidentiality reasons, we will only deal with the customer or another individual who has the customer's express written authorization to deal with us.

Customers can contact the Escalated Customer Concerns Office (ECCO) - SSI Regulatory Complaints Team directly.

E-Mail ssi_complaints@scotiabank.com

Mail Escalated Customer Concerns Office Attn: SSI Regulatory Complaints Team
44 King Street West Toronto, ON M5H 1H1

Still not Resolved?

If you are not satisfied with the response to your complaint following the investigation by a SSI Complaints Team, you may submit your complaint in writing to the Customer Complaints Appeals Office.

E-Mail ccao@scotiabank.com

Mail Customer Complaints Appeals Office
44 King Street West Toronto, ON M5H 1H1

Telephone 1-800-785-8772 (in Toronto 416-933-3299)

- ▶ If you are a resident of Québec and you are not satisfied with the response to your complaint from a SSI Complaints Team, you may ask SSI to send a copy of your file to the Autorité des marchés financiers (AMF). You will need to complete the "Request for the Transfer of a File" form which is available on the AMF website at www.lautorite.qc.ca. The AMF studies all files received and may recommend mediation. For more information, Contact the AMF by telephone at (418) 525-0337 (in Québec), or toll free at 1-877-525-0337
- ▶ Contact the Canadian Investment Regulatory Organization ("CIRO"), which is the self-regulatory organization in Canada to which SSI belongs. CIRO investigates complaints about mutual fund dealers and their representatives, and takes enforcement action where appropriate, but it does not order compensation or restitution. You may make a complaint to CIRO at any time, whether or not you have complained to your mutual fund dealer. CIRO can be contacted:

Internet Complete the on-line complaint form at www.ciro.ca

Telephone 1-877-442-4322

E-Mail info@ciro.ca

Mail 40 Temperance Street, Suite 2600,
Toronto, ON M5H 0B4

Fax 1-888-497-6172

Compensation

The Canadian Investment Regulatory Organization (CIRO) does not order compensation or restitution to customers of Members. CIRO exists to regulate the operations, standards of practice and business conduct of its Members and their representatives with a mandate to enhance investor protection and strengthen public confidence in the Canadian mutual fund industry. If you are seeking compensation, you may consider the following:

- ▶ Ombudsman for Banking Services and Investments ("OBSI"): After a SSI Complaints Team has responded to your complaint, you may contact OBSI. You may also contact OBSI if a SSI Complaints Team has not responded within 90 days (and within 60 days if you are a resident of Quebec) of the date you complained. Please note that you have 180 calendar days to bring your complaint to OBSI after receiving a response from a SSI Complaints Team. OBSI provides an independent and impartial process for the investigation and resolution of complaints about the provision of financial services to customers. OBSI can make a non-binding recommendation that your firm compensate you (up to \$350,000) if it determines that you have been treated unfairly, taking into account the criteria of good financial services and business practice, relevant codes of practice or conduct, industry regulation and the law. The OBSI process is free of charge and is confidential. OBSI can be contacted:

Telephone 1-888-451-4519 (in Toronto 416-287-2877)

E-Mail ombudsman@obsi.ca

- ▶ Legal Assistance: You may consider retaining a lawyer to assist with the complaint. You should be aware that there are legal time limits for taking civil action. A lawyer can advise you of your options and recourses. Once the applicable limitation period expires, you may lose rights to pursue some claims.
- ▶ Manitoba, New Brunswick and Saskatchewan: Securities regulatory authorities in these provinces have the power to, in appropriate cases, order that a person or company that has contravened securities laws in their province

pay compensation to a claimant. The claimant is then able to enforce such an order as if it were a judgment of the superior court in that province. For more information, please visit:

Manitoba www.msc.gov.mb.ca
New Brunswick www.nbsc-cvmnb.ca
Saskatchewan www.fcaa.gov.sk.ca

- › Québec: If you think you are a victim of fraud, fraudulent tactics or embezzlement, you can contact the AMF to see if you meet the eligibility to submit a claim to the Fonds d'indemnisation des services financiers ("Financial Services Compensation Fund"). An indemnity up to \$200,000 can be payable through monies accumulated in the fund for an eligible claim. For more information, please visit www.lautorite.qc.ca.

SSI Complaint Handling Procedures Summary

Scotia Securities Inc. (SSI) has procedures in place to handle written or verbal complaints received from customers in a fair and prompt manner. This is a summary of those procedures which is provided to new customers and customers who have made a complaint. We provide to new customers the Scotia Securities Inc. Customer Complaint Information ("CCI") included in the previous section of this booklet. Customers who complain are provided with a separate Scotia Securities Inc. CCI document. The CCI provides general information about options for making a complaint.

SSI Complaint Handling Procedures

We will acknowledge receipt of complaints promptly, generally within five days. We review all complaints fairly, taking into account all relevant documents and information obtained from the customer, our records, our sales representatives, other staff members and any other relevant source. Once our review is complete, we provide customers with our response, which will be in writing if the complaint was made in writing. Our response may be an offer to resolve your complaint, a denial of the complaint with reasons or another appropriate response. If we offer you a financial settlement, we may ask you to sign a release and waiver for legal reasons. Where the complaint relates to certain serious allegations, our initial acknowledgement will include copies of this summary and the CCI. Our response will summarize your complaint, our findings and will contain a reminder about your options with the Ombudsman for Banking Services and Investments.

We will generally provide our response within 90 days (and within 60 days if you are a resident of Quebec), unless we are waiting for additional information from you, the case is novel or very complicated, or there is some other reasonable cause for delay.

We will respond to communications you send us after the date of our response to the extent necessary to implement a resolution or to address any new issues or information you provide.

Contacting SSI

Customers may contact SSI at any time to provide further information or to inquire as to the status of their complaint, by contacting the ECCO - SSI Regulatory Complaints Team by email to: ssi_complaints@scotiabank.com or by mail at: Escalated Customer Concerns Office Attn: Scotia Securities Inc. Regulatory Complaints Team, 44 King Street West, Toronto, ON M5H 1H1.

You may contact the Ombudsman for Banking Services and Investments (OBSI)

An independent Ombudsman has been appointed to serve the interests of customers of Canadian investment firms. You may choose to contact OBSI if you are not satisfied with our response. While we would expect to resolve your complaint within 90 days (and within 60 days if you are a resident of Quebec), if our best efforts have been unable to provide a response in that time, you may refer your complaint to the OBSI. Customers can go directly to the OBSI, without first escalating to the Scotiabank Customer Complaints Appeals Office.

E-mail ombudsman@obsi.ca
Mail Ombudsman for Banking Services and Investments
 20 Queen Street West, Suite 2400
 P.O. Box 8
 Toronto, Ontario M5H 3R3
Telephone 1-888-451-4519 (in Toronto 416-287-2877)
Website www.obsi.ca

Codes of conduct and public commitments

Scotiabank is committed to a number of voluntary codes of conduct and public commitments designed to protect consumer interests, such as those listed below.

Copies of the full text of the codes and commitments are available on the Scotiabank website at www.scotiabank.com.

› **VISA Zero Liability Policy**

› **MasterCard Zero Liability Policy**

› **American Express Fraud Protection Guarantee Overview**

A commitment that consumers will pay nothing for certain fraudulent credit card transactions.

› **VISA E-Promise**

A commitment to assist consumers in getting their money back for unsatisfactory purchases made online, by phone or by mail.

› **Commitment to Provide Information on Mortgage Security**

A commitment to explain the differences between Collateral and Conventional.

› **Plain Language Mortgage Documents - CBA Commitment**

A commitment to ensure the readability of residential mortgage documents.

› **Code of Conduct for Federally Regulated Financial Institutions - Mortgage Prepayment Information**

A Code of Conduct that outlines the type of information customers will receive to help them make an informed decision about mortgage prepayment.

› **Canadian Code of Practice for Consumer Debit Card Services**

Industry and consumer practices and responsibilities related to the use of debit cards in Canada.

› **Interac Zero Liability Policy**

A commitment to protect consumers against unauthorized transactions.

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Part 1 Introduction

Welcome to Scotiabank®

Thank you for giving us the opportunity to help you manage your investments.

Our objective is to help you match your investment plan with your financial goals in a way that makes you feel confident in the future. Think of us as your investment coach. We can work with you as much or as little as you want, so you can design and manage your investment portfolio.

What's in this booklet?

This booklet explains the different investment accounts we offer through our retail branch network and the basic features of each account. For detailed information, please contact your Scotiabank representative.

Once you know which account or accounts you want, you need to decide how you're going to invest your money. Later in the booklet we explain the specific investments you can combine in your account. For quick reference, you can use the table of contents to search for the investment accounts and investment options you're interested in.

Starting on page 70, you'll find the fees that apply to your account.

Starting on page 82, you'll find the disclosures and agreements that apply to your account. When you sign the application to open your account, you agree to be bound by the relevant terms and conditions, so we recommend that you spend some time reviewing them. The important disclosures include a description of the conflicts of interest that arise in providing you with investment products and services. We seek to address those conflicts of interest in your best interests.

We'll give you a copy of this booklet when you first set up a *Scotia* Registered Account or *Scotia* Investment Account. The agreements in this booklet and any updates apply to your accounts and any future accounts and transactions you have with us. If you need to obtain a new copy of this booklet, ask at any of our branches or go online to www.scotiabank.com/regulatorydisclosures

Our commitment to you

Our commitment to you is to help you find investment solutions that meet your financial goals, solutions that focus on investing early, investing regularly and staying invested. We'll only provide you with financial services you have authorized us to provide. These services are related to your *Scotia* Investment Accounts and *Scotia* Registered Accounts and to the investments you hold within these accounts. We do not provide tax advice in respect of any of the services or products that we offer.

A note about dealers

A dealer is a company that manages the operation of your account on your behalf. We have two dealers to serve you: The Bank of Nova Scotia and Scotia Securities Inc.

If you open an account with The Bank of Nova Scotia as your dealer, you may hold cash, high interest savings, and *Scotia* GICs in your account. If you open an account with Scotia Securities Inc., you may hold cash, high interest savings, *Scotia* GICs and Scotia-affiliated mutual funds.

The Bank of Nova Scotia is a Schedule I Chartered Bank that is subject to regulation under the *Bank Act* (Canada).

Scotia Securities Inc. is registered with the provincial securities commissions and territorial authorities as a mutual fund dealer to distribute mutual funds to Canadian investors. Scotia Securities Inc. is a member of the Canadian Investment Regulatory Organization (CIRO). Scotia Securities Inc.'s registered sales representatives and advisors are employees of The Bank of Nova Scotia. They are able to advise on and sell Scotia-affiliated mutual funds through Scotiabank branches. They may also advise on and sell Scotia GICs and high interest savings issued by The Bank of Nova Scotia, Montreal Trust Company of Canada, Scotia Mortgage Corporation and National Trust Company.

Definitions you need to know

In this booklet, we use a few terms to make it easier to talk about our investment services. Here's what those terms mean.

Unless it says otherwise in this booklet, *you* and *your* mean:

- › the account holder, in the case of a First Home Savings Account
- › the annuitant, in the case of a Registered Retirement Savings Account, or Registered Income Account
- › the account holder, in the case of a Tax-Free Savings Account
- › the subscriber or co-subscribers, in the case of a Registered Education Savings Account
- › the account holder or holders, in the case of a Registered Disability Savings Account
- › the owner or owners of the account, in the case of an Investment Account

Unless it says otherwise in this booklet, *we*, *our* and *us* refers to one or more members of Scotiabank, depending on the context. Scotiabank means, collectively, The Bank of Nova Scotia and all of The Bank of Nova Scotia's affiliates and subsidiaries with respect to their operations in Canada, including without limitation, The Bank of Nova Scotia Trust Company (Scotiast), Scotia Securities Inc. (SSI), and 1832 Asset Management L.P.

We've kept the language in this booklet as easy to understand as possible, but here and there you'll come across technical terms. You can refer to the glossary at the end of this booklet if you want to check the definition of any of these terms.

General terms and conditions

You agree to the terms and conditions in this Booklet, including the Account Application Agreement, Investment Directions Agreement, Scotiabank Privacy Agreement and the Remote instructions Terms of Use as they apply to you.

If you have provided your verbal consent to open an account, product or service, the provision of this booklet to you confirms the verbal consent you provided.

The terms and conditions and each agreement that applies to you are binding on you, your estate, your heirs, executors, administrators and your personal legal representatives.

Each agreement contained in this booklet is a separate contract. If a court rules that any part of this booklet is invalid, the remaining parts continue to be in effect and binding.

Part 2 Opening your Scotia® Investment Account or Scotia® Registered Account

Perhaps you're investing for your retirement or saving for a major purchase, such as a home. Maybe you want to save for an education, or just simply increase your wealth. Whatever your objective, we have the accounts, services and investments that will help you reach your goal. This section tells you what you need to know about opening your account.

It's easy to get started. First, decide on an overall investment plan and set some realistic savings goals.

Next, determine whether you want a registered account or a non-registered investment account. Here's the difference.

With a Scotia Registered Account you can build the value of your investment without paying taxes on the dividends, interest and capital gains you earn, until you withdraw your money. For Tax-Free Savings Accounts (TFSA's), even your withdrawals are tax free. A registered account is ideal for longer-term goals such as retirement, saving for a loved one's education or a major purchase.

With a Scotia Investment Account you pay tax on your investment earnings as you go along.

Next, simply visit one of our branches or call 1-800-575-8888 (Monday to Friday, 9:00 am - 8:00 pm EST; after hours voicemail) and speak to a representative of The Bank of Nova Scotia or Scotia Securities Inc. They'll take you through the process and will be happy to help you select the kind of account and investments you need.

When you open your account, we'll automatically set up a cash portion for the account. We use that cash portion to process your transactions, including buying and selling investments such as Scotia GICs or mutual funds. The cash portion of your account is interest-bearing, so you can use it to accumulate funds before buying an investment.

Transactions in a currency different from that of your account will be converted to the currency of your account at the exchange rate and on a date determined by us in our sole discretion. You acknowledge that we may earn revenue on the conversion. If a foreign currency transaction is reversed for any reason, you will be liable for any loss associated with the currency exchange.

We'll report details of all your transactions on the quarterly Personal Portfolio Statement we'll send you.

For more information about investing by phone or using the Scotia OnLine® Financial Services, see the section called *Accessing Your Investments Online or by Phone*. Please note that you can only open a Registered Education Savings Plan through a Scotiabank branch. Registered Disability Savings Plans must be opened through the Scotiabank Wealth Management Contact Centre at 1-877-929-4499 (Monday to Friday, 8:00 am - 7:00 pm EST; after hours voicemail).

Confirming your identity

When you open your account, the first step we have to take is to identify you properly. That means you'll have to show us original, current identification that we can verify to confirm your identity. Here's what we need:

- › If you're a new customer, one piece of personal government-issued photo identification or documents from two independent reliable sources (Dual Process). We've listed below the identification or documents you can use.

Government-Issued Photo Identification

- › A valid driver's licence issued in Canada, if provincial law permits us to use it for identification purposes. (Québec legislation prevents us from asking for your driver's licence. However, you may volunteer it.)
- › A valid Canadian passport
- › A Canadian Citizenship card issued prior to 2012
- › A Permanent Resident card
- › A provincial or territorial health insurance card containing a photo, if provincial or territorial law permits us to use it for identification purposes. (Provincial laws in Ontario, Manitoba, Nova Scotia and Yukon prevent us from collecting or recording government health insurance card numbers for identification purposes. Québec legislation does not allow us to ask for this information; however, you may volunteer it.)
- › A secure certificate of Indian Status issued by the Government of Canada
- › Any one of the following identification cards bearing your photograph and signature, issued by a provincial or territorial authority with the exception of Quebec:
 - › British Columbia Enhanced ID
 - › Alberta Photo ID Card
 - › Saskatchewan Non-Driver Photo ID
 - › Nova Scotia Identification Card
 - › Prince Edward Island Voluntary ID
 - › New Brunswick Photo ID Card
 - › Newfoundland and Labrador Photo ID Card
 - › Northwest Territories General ID Card
 - › Nunavut General ID Card

- › Ontario Photo Card
- › Manitoba Enhanced Identification Card
- › A DND 404 Driver's Licence
- › A Canadian Forces Card
- › A Firearms Possession and Acquisition Licence
- › A valid foreign passport
- › A valid foreign driver's licence
- › A Nexus Card
- › A Canpass Card
- › A Global Entry Card
- › A National Identity Card
- › A U.S. Permanent Resident Card
- › A U.S. driver's licence

Dual Process Documents/Identification

Documents to verify name and date of birth

A Canada Pension Plan (CPP) statement of contributions

An original birth certificate

A marriage certificate or government-issued proof of marriage document (long-form which includes date of birth)

Divorce documentation

A Canadian Citizenship certificate

A temporary driver's licence (non-photo)

A Canadian insurance document (home, auto, life)

IMM 1442 Study Permit

IMM 1442 Temporary Resident Permit

IMM 1442 Visitor Record

IMM 1442 Work Permit

IMM 1442 B Refugee Protection Claimant Document

Official Canadian Govt Immigration Form or Cert

Documents to verify name and address

A Canada Pension Plan (CPP) statement

A municipal property tax assessment

A provincially-issued vehicle registration

A federal, provincial, territorial or municipal benefits statement

Any one of the following CRA documents:

- › A notice of assessment
- › A requirements to pay notice

- › An installment reminder / receipt
- › A GST refund letter
- › A benefits statements

A Canadian utility bill

A Canadian T4 statement

A Canadian record of employment

A Registered account statement (for example, RRSP, GIC) from a Canadian financial institution

A travel visa

Official Canadian Govt Immigration Form or Cert

Documents to verify name and confirm a financial account

A credit card statement

A bank statement

A loan account statement

An email or letter from a financial entity holding a deposit account, credit card or loan account

We'll record the particulars of your identification documents. We reserve the right to verify with the issuer any identification you present.

If the pieces of identification you present have different names on them, you'll have to provide a certificate proving you legally changed your name. We'll also accept a certified copy of that certificate, or another document proving the change.

If the identification you have is not listed above, we may accept it anyway – just ask us.

Collecting and recording your information

We'll only ask you for the information we need. For details, see Scotiabank's Privacy Agreement included in this booklet.

In addition to confirming your identity, we must also collect certain information about you such as your full name, date of birth, home address and occupation or type of business. If you're opening a *Scotia* Registered Account or opening a *Scotia* Investment Account, the Canada Revenue Agency (CRA) requires us to collect your Social Insurance Number.

We also have to ask you some additional questions to comply with government regulations. This includes questions about the beneficial owners of the account, any intermediaries and any other interested parties. We'll want to know the purpose and intended nature of each of these relationships. When appropriate, we will record the type, volume and frequency of expected trading on the account and we will ask about the source of incoming funds or assets.

We'll also determine whether a third party will use or benefit from your account. If so, you'll have to identify that party and explain your relationship to them.

Verifying your information

We'll take reasonable and appropriate steps to verify your key information with reliable independent sources. We will not do business with any person or group that insists on being anonymous or that provides false, inconsistent or conflicting information that cannot be resolved after a reasonable inquiry.

Monitoring and updating your information

As you'll see under Scotiabank's Privacy Agreement later in this booklet, we may monitor your account to meet our legal and regulatory obligations. We'll keep your information as accurate, complete and up-to-date as necessary to meet the purpose for which it was collected. When we notice changes in your financial behaviour, we'll take steps to find out why.

If any of your personal information changes or becomes inaccurate, you must advise us so we can update our records. If you fail to update your personal information, including your address, or we have a reason to believe that your personal information is inaccurate, we have a right to decline to accept or execute any order, direction, or request including your maturity instruction and pre-existing pre-authorized contribution (PAC), without providing any notice or reason to you. If we do not accept a GIC maturity instruction at renewal because of your inaccurate personal information, the principal and interest amounts will be deposited to your savings account or cash portion of your *Scotia* Registered Account or *Scotia* Investment Account.

Some accounts will be automatically enrolled into InfoAlerts, which may include Safeguard, Security and Balance notifications that will be sent to the email address you provide to receive the most current information regarding your accounts.

Balance Alerts (only applies to your Savings Accelerator Account)

We must provide you with an alert called the "Balance Alert" when the balance on your account falls below any threshold amount that we automatically set or you designate. To do so, we must enroll you in our InfoAlerts using the email address that we have for you in our records.

The threshold will be automatically set at \$100 (Cdn\$ or the currency of your account) or such other designated amount that you communicate to us through your InfoAlert preferences. We will send you a Balance Alert at your email address when the outstanding balance on your account has fallen below the threshold.

You can opt out of receiving these Balance Alerts (or modify your preferences) by visiting and updating your InfoAlerts profile through Scotia OnLine or the Mobile Banking App.

The Balance Alert you receive will include steps you can take to help you avoid incurring any applicable fees associated with your account that may be charged by us on your account (as set out in Investment Companion Booklet) for your most recent transaction(s) or subsequent transaction(s) made on the account that has triggered the Balance Alert(s) and the time within which such step(s) should be taken.

Part 3 You're Protected

The Bank of Nova Scotia and other companies that issue Scotia GICs are member institutions of the Canada Deposit Insurance Corporation (CDIC). CDIC insures your eligible deposits with its members, up to maximum coverage and other limitations. For more information, refer to page 75 for the CDIC brochure Protecting Your Deposits. It's available at your local Scotiabank branch. You can call CDIC at 1-800-461-2342 or visit the CDIC website at www.cdic.ca.

If your dealer is The Bank of Nova Scotia, any currency you hold as cash in your account is also protected by CDIC, subject to maximum coverage and other limitations. If Scotia Securities Inc. is your dealer, Canadian currency held as cash is not insured by the CDIC. However, GICs or high interest savings held in a Scotia Securities Inc. account are issued by member institutions of the CDIC, and may be insured as eligible deposits, subject to maximum coverage and other limitations.

You can get a list of all CDIC eligible Scotiabank deposits at your branch or from the Scotiabank website at www.scotiabank.com/cdic.

If a mutual fund dealer becomes insolvent, customer accounts are protected by the Canadian Investor Protection Fund (CIPF)'s Mutual Fund Dealer Fund within specific limits. Mutual fund dealer customer accounts located in Québec will not be eligible for coverage by CIPF. Please refer to the CIPF Coverage Policy on the website at www.cipf.ca for a description of the nature and limits of coverage, or contact CIPF at 1-866-243-6981. Scotia Securities Inc., registered with CIRO is a Member of the Canadian Investor Protection Fund.

For mutual fund dealer accounts held in Quebec, the Fonds d'indemnisation des services financiers (FISF) may protect customers in Québec in an amount of up to \$200,000 in the event of fraud, fraudulent tactics or embezzlement related to products offered or sold by a mutual fund dealer.

Part 4 Types Of Accounts For Your Investments

We offer two general types of accounts: Registered and Investment Accounts. This section contains the information you need to know about both types.

There are five groups of Registered Accounts: savings, tax-free savings, education, disability and income. We explain each of them in detail below.

You'll find details about Investment Accounts beginning on page 51.

Scotia Registered Accounts

Scotia Registered Retirement Savings Accounts - Scotia RSP, LRSP, LIRA and RLSP

What is a Scotia Registered Retirement Savings Account?

We offer several kinds of registered retirement savings accounts, including the Registered Retirement Savings Plan (RRSP), Locked-in Retirement Savings Plan (LRSP), Locked-in Retirement Account (LIRA) and Restricted Locked-in Savings Plan (RLSP).

Registered Retirement Savings Plans (RRSPs) help you save for retirement. While there are several kinds, they all have the same important feature: you don't have to pay income tax on the capital gains or interest you earn from your investments while they're in the plan. You only pay taxes on the money you take out; the rest can continue to build tax-deferred. When you withdraw your money, you pay the same tax rate, whether you earned it from dividends or capital gains.

RRSPs allow you to make tax-deductible contributions each year, either in a lump sum or through regular preauthorized contributions. For more information, refer to *Setting Up Pre-Authorized Contributions* on page 67. The maximum you can contribute each year is set by the Government of Canada and depends on your income. If you don't make your full contribution in any year, the unused portion is carried forward and you can use it in any future year until December 31 of the year you turn 71.

Contributions to an RRSP are usually in the form of cash, but you can also make "in-kind" contributions under certain conditions. This allows you to move investments from another account into your RRSP without selling the investment.

Best of all, you can deduct all eligible contributions from your earned income for the current tax year or use that deduction in a future tax year.

Locked-in savings accounts (LRSP, LIRA and RLSP) are similar to RRSPs except the source of funds is a Registered Pension Plan (RPP) or another locked-in account. You cannot make regular contributions to these accounts.

You must convert the entire balance of your Scotia RSP into one of the retirement income options not later than the end of the year in which you turn age 71. If we do not receive written instructions and all the appropriate documents from you 90 days before the end of the year in which you reach age 71, we will automatically transfer your Scotia RSP to a Scotia RIF and your Scotia LRSP, LIRA or Federal RLSP to a Scotia LIF before the end of that year. You appoint us as your attorney, or agent, to establish and operate the Scotia RIF or LIF, as applicable.

Funding your Scotia RSP, LRSP, LIRA or RLSP

Different plans can accept funds from different sources. You can deposit funds as contributions to the plan, or transfer them directly from another RRSP or a Registered Retirement Income Fund. Different conditions apply. Please see your Scotiabank representative for more details.

Spousal RRSP

A Spousal RRSP is the same as a regular RRSP, except that one's spouse (which includes a common-law partner) makes contributions to the plan owned by the other spouse. The contributing spouse gets the tax break on the contributions and the receiving spouse generally pays the tax on the withdrawals.

That gives advantages to both parties. If the contributing spouse earns more, he or she will likely be in a higher tax bracket and as a result will likely earn a larger tax refund. It also helps reduce taxes on withdrawals.

It's important to note, however, that in some cases, the withdrawal may be attributed back to the contributing spouse.

About spousal rights and beneficiaries

You can name any beneficiary you want for your Scotia RSP by completing the beneficiary section of the application. Unless you have designated your spouse as your beneficiary, your spouse does not have an automatic right to your RRSP even if he or she contributed to the account.

You can change your beneficiary at any time. After your death, your current beneficiary will receive the proceeds of your Scotia RSP. If your Scotia RSP has multiple beneficiaries and any of them predecease you, their percentage interest in the monies payable under your Scotia RSP upon your death shall be payable in equal shares to the beneficiaries

living at the time of your death. If all your beneficiaries predecease you, all monies payable under your Scotia RSP upon your death shall be paid to your estate. As an account holder, if you become non-resident you lose the option of changing or adding a beneficiary with Scotiabank.

Your spouse generally **does** have an automatic interest in your Scotia LIRA, LRSP or RLSP. He or she is the beneficiary on your death, unless your spouse signs a form giving up this right or he or she ceases to be your spouse.

Your spouse may give up his or her rights if the pension law governing the plan allows it. Even if a spouse signs away his or her rights, this may not be accepted in some jurisdictions.

When you open a LIRA, LRSP and RLSP, you should complete the beneficiary section only if you do not have a spouse or if your spouse has given up his or her rights.

In Québec, you can only designate a beneficiary through a Will.

Issuing contribution receipts for your RRSP

For each calendar year, we'll issue receipts for contributions you made to your Scotia RSP, as well as for any contributions you make during the first 60 days of the next calendar year.

We will also issue contribution receipts for the following:

- › eligible transfers under section 60(j.1) of the *Income Tax Act* (Canada) (e.g. retiring allowance/severance payment)
- › transfers under section 60(l)(e.g. refund of premiums and designated benefit)
- › transfers under section 60(l)(v)(e.g. T2030 Transfer)
- › transfers under section 60(j)(e.g. superannuation benefit/pension transfer)

Withdrawing funds from your Scotia RSP, LRSP, LIRA, RLSP or QROPS RRSP

You can make withdrawals from your Scotia RSP and, in most cases, this money is taxable in the year you withdraw it. For individuals who qualify, the *Income Tax Act* (Canada) allows you to defer tax payments on withdrawals made under the Federal Home Buyers Plan and the Life Long Learning Plan.

Generally, withdrawals (as opposed to transfers) are not allowed from Scotia LRSPs, LIRAs or RLSPs. However, depending on the jurisdiction, you may be allowed to make either a full withdrawal or a series of withdrawals under special circumstances. These circumstances may include shortened life expectancy, plans with small balances, and financial hardship, among others. You must provide detailed documentation along with your withdrawal request.

If your Scotia RSP received funds as a Qualifying Recognised Overseas Pension Scheme (QROPS) from the United Kingdom, there are special rules. We will report to Her Majesty's Revenue and Customs (U.K.) any actual or deemed withdrawals or transfers made:

- › within 10 years of the initial transfer date; or
- › when you're a UK resident for tax purposes at that time or have been a UK tax resident within the preceding five UK tax years.

Withholding tax on your Scotia RSP, LRSP, LIRA or RLSP

If you're a resident of Canada, we withhold income tax on any withdrawals you make at the following rates:

Taxable withdrawal amount	Withholding Tax Rate †	
	Canada (except Québec)	Quebec (Federal and provincial)*
Up to \$5,000	10%	19% (5% + 14%)
\$5,000.01 - \$15,000	20%	24% (10% + 14%)
More than \$15,000	30%	29% (15% + 14%)

† The rates are current as of February 2021. The relevant tax authority may change them at any time.

* For Quebec, we have shown the combined federal and provincial withholding tax rate.

Over-contributing to your RSP

If you make an over-contribution, the Canada Revenue Agency may impose taxes and interest for each month you are in an overcontribution position. Please contact your tax advisor or the Canada Revenue Agency for further information.

Scotia Tax-Free Savings Accounts – Scotia TFSA

What is a Scotia Tax-Free Savings Account?

A Scotia Tax-Free Savings Account (TFSA) is a great way to save for both long and short-term goals. Once your account is set up and registered with the Canada Revenue Agency, any interest income and capital gains you earn in the account build up tax-free. Although your contributions to a Scotia TFSA are not tax deductible you don't pay any income tax on the money you withdraw from your account.

Unlike an RRSP, with a TFSA the amount you can contribute does not depend on how much you earn. All Canadian residents who have a valid Social Insurance Number can contribute up to the annual maximum set by the Canada Revenue Agency. To open an account you must be at least 18 years of age and have reached the age of majority in the province where you set up the account.

Contributions to a TFSA are usually in the form of cash, either lump sum amounts or pre-authorized contributions. For more information see *Setting Up Pre-Authorized Contributions* on page 67.

You can also deposit your existing GICs, high interest savings and mutual funds into your TFSA under certain conditions. You can move these “in-kind” contributions from another account into your TFSA without selling the investment.

Ownership of your Scotia TFSA

Your *Scotia* Tax-Free Savings Account can only be held in your name.

Funding your Scotia TFSA

You can fund your *Scotia* TFSA either by making new contributions or transferring funds from an existing *Scotia* TFSA. All you have to do is complete the required form(s).

You can transfer funds from a TFSA held at another Scotiabank wealth partner or from another financial institution. All you have to do is complete a Transfer Authorization for Registered Investments (TARI) and the required form.

We will only transfer proceeds of Scotiabank term investments, such as *Scotia* GICs, to another financial institution once they mature.

How much TFSA contribution room do I get?

The Canada Revenue Agency determines how much contribution room you get. CRA reports this amount to individuals through the “My Account” function on the CRA web site: www.cra.gc.ca/myaccount. Please check your contribution room carefully. This figure is composed of three parts:

- › an annual TFSA dollar limit currently set at \$7,000 per year*, plus
- › any unused TFSA contribution room from the previous years, plus
- › any withdrawals made from your TFSA in previous years, not including qualifying transfers.

*Amount for 2024.

If at any time you become a non-resident as defined in the *Income Tax Act* (Canada), you will not accumulate TFSA contribution room for any year during which you became and continue to be a non-resident of Canada.

Spousal contributions to a TFSA

Only a TFSA account holder can make a contribution to their plan. Spouses can gift each other money for contributions, without affecting their own contribution room or being subject to attribution rules.

About spousal rights and beneficiaries

In all provinces except Quebec you can name any beneficiary you want for your *Scotia* TFSA by completing the beneficiary section of the application. You can change your beneficiary at any time after that. After your death, your current beneficiary will receive the proceeds of your *Scotia* TFSA. If your *Scotia* TFSA has multiple beneficiaries and

any of them predecease you, their percentage interest in the monies payable under your *Scotia* TFSA upon your death shall be payable in equal shares to the beneficiaries living at the time of your death. If all your beneficiaries predecease you, all monies payable under your *Scotia* TFSA upon your death shall be paid to your estate.

Your spouse does not have an automatic right to your *Scotia* TFSA, even if he or she contributed to the account.

You can choose to have your spouse become the owner of the account on your death by naming them your “successor holder.” This means that on your death, the account will pass “as is” into your spouse’s name without any impact to his or her contribution limit. All the investments and payment instructions on the account will stay the same until your spouse changes them. If you designate a successor holder, you cannot designate a beneficiary to receive the funds at the same time.

To change the beneficiary or successor holder, just visit your branch. Your Scotiabank representative will help you complete the necessary documents.

In Québec, you can only designate a successor holder or beneficiary through a Will.

Tax receipts and your Scotia TFSA

We do not issue tax receipts for contributions or withdrawals you make from your *Scotia* TFSA.

Withdrawing funds from your Scotia TFSA

You can make withdrawals from your *Scotia* TFSA, subject to certain restrictions. For example, you cannot redeem Non-Redeemable GICs. When you withdraw money from a TFSA in one year, that amount will be added to your contribution room at the start of the following year.

Withholding tax on your Scotia TFSA

There are no withholding taxes on withdrawals from your *Scotia* TFSA.

Over-contributing to your TFSA

If you make an over-contribution, the Canada Revenue Agency may impose taxes and interest for each month you are in an over-contribution position. Please contact your tax advisor or the Canada Revenue Agency for further information.

Unregistered Scotia Tax-Free Savings Accounts

If the information you provide us does not agree with the information at the Canada Revenue Agency, we may not be able to register your TFSA. If your TFSA remains unregistered for more than one year, we reserve the right to transfer the funds to an Investment Account and issue a tax receipt to you at any time for any investment gains within your account.

Scotia Registered Education Savings Plans – Scotia RESP

What is a Scotia Registered Education Savings Plan?

A Scotia Registered Education Savings Plan (RESP) is a tax-sheltered investment plan designed to help you save for a child's post-secondary education.

Each beneficiary has an aggregate lifetime maximum RESP contribution limit of \$50,000. We describe the details regarding Family Plans and Individual Plans below. Please keep in mind that the information regarding contributions, grants and bond, especially limits, generally, apply to all of the RESPs of a beneficiary in the aggregate.

Subscribing to a Scotia RESP

The person who establishes an RESP and makes the contributions is called a "subscriber." Anyone who wants to save for a child's post-secondary education can be a subscriber: parents, grandparents, aunts and uncles, siblings, other family members, friends or anyone else (depending on the plan type).

Spouses or common-law partners as defined in the *Income Tax Act* (Canada), as well as divorced or separated partners, can be co-subscribers.

When we open your RESP, we have to collect the Social Insurance Numbers of all subscribers, Primary Care Giver and beneficiaries, so that we can register the account with the Canada Revenue Agency.

Naming the beneficiary of your Scotia RESP

A beneficiary is the person you name to receive the funds from your RESP. With a Scotia RESP, you may change an existing beneficiary by designating another eligible beneficiary under certain circumstances.

Once you name a beneficiary, we'll send a notification letter to the custodial parent or primary caregiver within 90 days if the beneficiary is under 19. If the beneficiary is 19 or older, we'll send the notification letter directly to them within 90 days. The letter will include the name and address of any subscribers and the opening date of the RESP.

Signing authorities and survivorship

If you open an RESP account with a co-subscriber, both of you must sign the account opening documents. Once the account is opened, either subscriber can sign to authorize account activity. Or you can also ask us to require two signatures if you wish.

If your marriage or common-law partnership with your co-subscriber breaks down, both of you will remain on the account until one of the following happens:

- › one of you transfers out the assets (this requires both signatures), or
- › we receive written notification that there is a marriage breakdown, with instructions on how to deal with the assets. Examples of a

written notification are a decree, order or judgment of a competent court or tribunal, or a written separation agreement.

If one of the co-subscribers dies, the surviving spouse will continue to be the subscriber of the plan.

Two types of Scotia RESPs

We offer two types of RESPs – a Family Plan and an Individual Plan.

Family Plan

With a Family Plan, you can name one or more beneficiary. All the beneficiaries must be connected to the subscriber or subscribers by blood relationship or adoption, as defined by the *Income Tax Act* (Canada).

Under the *Income Tax Act* (Canada), your blood relations are your children and other descendants (such as a grandchild or a great grandchild) and your brothers or sisters. Nieces, nephews, aunts, uncles or cousins are not considered to be related to you by blood.

You may not designate a beneficiary who is 21 years of age or older, except in certain circumstances.

You can make contributions until the beneficiary reaches 31 years of age or up to December 31 of the 31st year after opening the plan. Other conditions may apply.

You must close the Family Plan no later than December 31 of the 35th year after you open it. Please see the Plan Termination Years table in the *Account Application Agreement*.

Individual Plan

With an Individual Plan you can name one beneficiary. You can name anyone as the beneficiary. There are no relationship or age restrictions.

You may make contributions up to December 31 of the 31st year after opening the plan, regardless of the beneficiary's age. Other conditions may apply.

You must close the Individual Plan no later than December 31 of the 35th year after you open it. Please see the Plan Termination Years table in the *Account Application Agreement*.

Funding your Scotia RESP

You can contribute to your Scotia RESP either by lump sum contributions or pre-authorized contributions. You can make contributions right up until the last day of the 31st year after you open the plan or, if it's a Family Plan, until the beneficiary in respect of whom the contribution is made reaches 31 years of age, whichever comes first. And you can keep the plan open until the last day of the 35th year after you open it.

For more information, see *Setting up Pre-Authorized Contributions*. You can also transfer funds to a Scotia RESP from another RESP, provided it is an eligible transfer.

Contributions cannot be made for a beneficiary who is a non-resident, as defined in the *Income Tax Act* (Canada). It is your responsibility to inform us if the beneficiary becomes a non-resident of Canada.

Canada Education Savings Grant

The Government of Canada helps you save for a child's education by topping up your contribution with a grant called the Canada Education Savings Grant (CESG). There are two kinds of CESG: Basic and Additional.

The Basic CESG is equal to 20% on the first \$2,500 contributed to an eligible beneficiary for the year. Both Individual and Family Plans are eligible to receive the Basic CESG.

The Additional CESG is available on the first \$500 contributed to an eligible beneficiary annually. The government determines who is eligible for Additional CESG, based on the beneficiary's primary caregiver's net family income as follows:

- › 20% on the first \$500 if annual net family income is \$55,867 or less*
- › 10% on the first \$500 if annual net family income is more than \$55,867 but less than \$111,733*

(* Amounts for 2024. The Government of Canada updates these amounts every year.)

This means that an eligible beneficiary can receive a maximum Basic CESG of \$500 a year (\$2,500 x 20%) and Additional CESG of either \$50 (\$500 x 10%) or \$100 a year (\$500 X 20%).

The maximum lifetime Basic and Additional CESG for a particular beneficiary is \$7,200, no matter how many RESPs are opened. Basic and Additional CESGs do not count toward the lifetime RESP contribution limit for a beneficiary.

We will apply to the CESG Program on your behalf each time you contribute to your *Scotia* RESP.

Grant and bond payments

We'll accept any grant and bond payments into your *Scotia* RESP and invest the money according to your investment instructions.

If the application for a government grant is rejected, we'll notify subscribers through a message on their quarterly account statement.

Contributions over \$2,500 in one year will not affect the calculation of the Basic CESG and Additional CESG for the next year. That aside, you should feel free to make contributions over \$2,500 in any given year if you have carried forward enough grant room from previous years. Contributions over \$5,000 will not receive Basic or Additional CESG even if there is grant room from previous years remaining.

You should take care not to reach the maximum lifetime contribution of \$50,000 per specific beneficiary before receiving the maximum lifetime Basic and Additional CESG of \$7,200. Additional CESG may not be carried forward to future years.

Eligibility

There are three requirements to qualify for the CESG:

- › the beneficiary must be a Canadian resident, and
- › the beneficiary must have a valid Social Insurance Number, and
- › the RESP contribution must be received no later than December 31 of the year in which the beneficiary turns 17 years of age.

In addition, if the beneficiary is 16 or 17, the subscriber must have, in respect of the beneficiary:

- › contributed and not withdrawn at least \$2,000 to the RESP by December 31 of the year in which the beneficiary turned 15; or
- › contributed and not withdrawn at least \$100 a year to the RESP in any four years before December 31 of the year in which the beneficiary turned 15.

To be eligible for Additional CESG payments the plan must be either an Individual Plan, or a Family Plan in which all the beneficiaries are siblings.

Transferring the CESG

If you transfer an RESP to another RESP, you can only include the Additional CESG portion if the receiving plan:

- › is an Individual Plan for the same beneficiary; or
- › is an Individual Plan for the sibling of the beneficiary in the transferring plan and the beneficiary of the receiving plan was under 21 years of age when the receiving plan was opened; or
- › is a Family Plan opened only for the same beneficiary and/or the beneficiary's siblings.

If the other RESP is a Family Plan which is not siblings only, you can still transfer the Basic CESG portion, provided the RESP you're transferring has not received any Additional CESG. The other RESP must offer Basic CESG and, if Additional CESG is in the transferring plan, it must, generally, offer Additional CESG, otherwise the Government of Canada requires all the Basic and Additional Grant to be returned.

Timelines to apply for Basic CESG

Starting January 1, 1998, all children who were Canadian residents began to accumulate Basic CESG grant room at a rate of \$400 per year. Beginning in 2007, the grant room increased to \$500 a year. For children born in 2007 or later, grant room of \$500 a year begins to accumulate in the year of their birth. Basic CESG room can be carried forward up to December 31 of the year the beneficiary turns 17, subject to eligibility.

Using the CESG

The beneficiary can use the CESG and any income it generates towards the beneficiary's educational expenses at the post-secondary level while enrolled in a qualifying or specified program at post-secondary educational institution.

If the CESG isn't used to help pay for the education of the beneficiary or a sibling of the beneficiary, you must repay it to the Government of Canada. For rules about earnings or income generated by the grants, see the section entitled *Accumulated Income Payment (AIP)* on page 27.

Residency requirements

If the beneficiary becomes a non-resident as defined in the Income Tax Act (Canada), any Basic and Additional CESG received by the RESP while the beneficiary was a resident can remain. The beneficiary is not eligible for either the Basic or Additional CESG while he or she is a non-resident and will not accumulate eligibility for grants.

If the beneficiary returns to Canada as a resident and meets all other requirements, the RESP will once again be eligible for Basic and Additional CESG. The accumulation of Basic CESG grant room will resume.

Canada Learning Bond (CLB)

Eligibility

Some children born on or after January 1, 2004 may be eligible to receive a Canada Learning Bond (CLB) to help with their post-secondary education.

The initial CLB is \$500 paid directly to the child's RESP. The child may also qualify for up to 15 annual CLB installments of \$100 each until the age of 15. The maximum CLB amount for one child is \$2,000. The CLB is not included in calculating a beneficiary's lifetime RESP contribution limit.

To be considered for CLB, a child must be in the care of a primary caregiver who

- › since July 1, 2017, is eligible based, in part, on the number of qualified children and the primary care giver's adjusted income used to determine the Canada child benefit (CCB),
- › from July 1, 2016, to June 30, 2017, would have otherwise been in receipt of the National Child Benefit Supplement (NCBS) for the child, had it continued to be paid for that period, or
- › for years prior to July 1, 2016, was in receipt of the NCBS for the child, or
- › is a public agency or department and a Children's Special Allowance is received by the public agency or department for the child.

In addition, the child must:

- › be born on or after January 1, 2004
- › be a Canadian resident, and
- › have a valid Social Insurance Number.

To be eligible for CLB payments, an RESP plan must be either an Individual Plan or a Family Plan in which all beneficiaries are siblings. Other beneficiaries of the Family Plan cannot share the CLB, but the CLB earnings can be shared.

The Government of Canada determines eligibility and may pay CLB installments each year the beneficiary qualifies for the CLB.

Transferring the CLB

CLB transfers are beneficiary-specific so CLBs can only be transferred to another RESP if the receiving plan, in addition to offering CLB:

- › is an Individual Plan for the same beneficiary; or
- › is a Family Plan opened only for the same beneficiary and the beneficiary's siblings.

Timelines to apply for CLB

CLB accumulates for each year the child is eligible, regardless of whether you've opened an RESP naming the child as a beneficiary. Once the RESP is open we'll make a request and all accumulated CLB can be paid to the eligible beneficiary.

A child must be under 21 years of age at the time we request the CLB. There is a 10 year limit for requests for retroactive payment of the CCB, or the NCBS. For any year in which the beneficiary was not eligible to receive the NCBS or the CCB due to the 10 year limit, the beneficiary will not be eligible for the CLB.

You can find out more about the Canada Learning Bond on our website www.scotiabank.com/resp.

Residency requirements

If the beneficiary is a Canadian resident and later becomes a non-resident as defined in the *Income Tax Act* (Canada), any CLB received by the RESP while the beneficiary was a resident can remain.

The beneficiary is not eligible for CLB grants while he or she is a non-resident and will not accumulate any CLB grant room. If the beneficiary returns to Canada as a resident and meets all other requirements, he or she may be entitled to collect CLB again. The CRA determines eligibility.

Using the Canada Learning Bond

The beneficiary can receive payments from the CLB and any income it generates while he or she is enrolled at an eligible post-secondary institution.

If the CLB isn't used to help pay for the educational expenses of the beneficiary named in the RESP, you must repay it to the Government of Canada.

British Columbia Training and Education Savings Grant (BCTESG)

In August 2015 the province of British Columbia introduced its incentive program. The BCTESG is a one-time \$1,200 grant available to an eligible beneficiary born on or after January 1, 2006.

Generally, the subscriber may apply for the BCTESG once the eligible beneficiary turns 6 years of age, and no later than the day before the eligible beneficiary turns 9 years of age. Please see *Timelines to apply for BCTESG* below for further details.

In order to be eligible the custodial parent or a legal guardian of the beneficiary, and the beneficiary must be ordinarily resident in British Columbia at the time of the application. No contribution is necessary to the RESP for the BCTESG to be paid. The RESP must be either an Individual Plan, or a Family Plan in which all the beneficiaries are siblings.

The maximum amount of BCTESG that may be paid to a beneficiary is \$1,200 no matter how many RESPs are opened. However, there is no limit to the amount of BCTESG that can be used by any one beneficiary if the Family RESP has received BCTESG for different beneficiaries.

Transferring BCTESG

BCTESG can only be transferred to another RESP if the receiving plan, in addition to being able to offer BCTESG:

- › is an Individual Plan for the same beneficiary; or
- › is an Individual Plan for the sibling of the beneficiary in the transferring plan and the beneficiary of the receiving plan was under 21 years of age when the receiving plan was opened; or
- › is a Family Plan opened only for the same beneficiary and/or the beneficiary's siblings.

Timelines to apply for BCTESG

Subscribers can apply as soon as the beneficiary turns 6 years of age and no later than the day before the beneficiary turns 9 years of age.

The subscriber has to complete the BCTESG application form and provide it to us before we can apply on the subscriber's behalf.

Québec Education Savings Incentive (QESI)

The province of Québec has its own incentive program to help you save for a child's post-secondary education. It's called the Québec Education Savings Incentive (QESI).

To qualify for QESI:

- › the RESP contribution must be received no later than December 31 of the year in which the beneficiary turns 17 years of age
- › the beneficiary must have a valid Social Insurance Number
- › the beneficiary must be resident in Québec on December 31 of the taxation year, and
- › the beneficiary must be the designated beneficiary of the RESP involved.
- › in addition, if the beneficiary is 16 or 17 years of age at the end of the year, the person must be an eligible beneficiary for the year.

A subscriber cannot apply for the QESI. We will apply to Revenu Québec for you.

The Basic QESI grant is equal to 10% of the net contributions to your RESP over the course of a year, up to a maximum of \$250.

In addition, as of 2008, you can claim any grants you were eligible for in previous years but didn't collect, up to a maximum of \$250 per year.

Increased amount

Some children qualify for Increased QESI grants, depending on net family income. The Government of Québec determines eligibility. The increased grants are:

- › 10% on the first \$500 contributed to an RESP if annual net family income is \$46,295 or less*
- › 5% on the first \$500 if annual net family income is more than \$46,295, but not more than \$92,580*

(* Rates for 2021. The Government of Québec updates dollar amounts periodically).

The maximum QESI grant is \$3,600 per beneficiary no matter how many RESPs name the child as beneficiary.

Saskatchewan Advantage Grant for Education Savings (SAGES)

Note: The SAGES program was decommissioned September 1, 2023. Any SAGES value that remained in an RESP on that day will now report as accumulated income.

Withdrawals from your RESP

At some point you'll want to start withdrawing money from your plan. The Government of Canada allows three types of withdrawals:

- › withdrawals for educational purposes
- › post-secondary education contribution withdrawals, and
- › withdrawals for non-educational purposes.

We'll explain each of these types of withdrawals below. But first, it helps to understand that the assets in an RESP can be made up of three components:

- › contributions
- › government grants. These include the Basic and Additional Canada Education Savings Grants (CESG), the Basic and Increased Québec Education Savings Incentive (QESI), British Columbia Training and Education Savings Grant (BCTESG) and Canada Learning Bond (CLB)
- › earnings on all contributions and government grants.

As you'll see below, each component is treated differently when you make a withdrawal. For more information, refer to *Issuing Tax Slips for Your Investments* on page 67.

Withdrawals for educational purposes – Educational Assistance Payments

An Educational Assistance Payment (EAP) comes from an RESP to help pay for the beneficiary's post-secondary schooling. We can pay it either directly to the beneficiary, yourself or to someone else you choose on the beneficiary's behalf.

An EAP is composed of two parts:

- › government grants and bond (or government funds), and
- › earnings on all contributions and government grants and bond (or government funds).

As a subscriber, you can tell us how much EAP you want paid out and when you want us to pay it, provided you follow the rules described below.

The beneficiary must be enrolled in a qualifying educational program at a post-secondary educational institution or a specified educational program at a post-secondary educational institution as defined in the *Income Tax Act (Canada)*. A qualifying educational program is a program at a post-secondary school level, which is 3 or more weeks in duration and which requires the student to spend 10 or more hours per week on courses or work (i.e. practical training). This is typically 'full-time' study. For a non-Canadian school to qualify as a post-secondary educational institution, the school must offer courses at a post-secondary school level and the beneficiary must be enrolled on a full-time basis in a course of at least three consecutive weeks if enrolled at a university or of at least 13 consecutive weeks if enrolled at other post-secondary educational institutions. If you opened the RESP after 1998, the student can receive up to \$8,000 during the first 13 weeks of the program.

If there is a 12-month period in which the student is not enrolled in a qualifying education program for at least 13 consecutive weeks, the \$8,000 maximum applies when the student enrolls again.

A specified educational program is a program at a post-secondary school level, which is 3 or more weeks in duration, and which requires the student to spend 12 or more hours on courses per month. This is

typically 'part-time' study. If a student is 16 or older and enrolled in a specified educational program at a post-secondary educational institution, he or she can receive a maximum of \$4,000 during the first 13 weeks of the course and any subsequent 13 week period.

Employment and Social Development Canada (ESDC) may approve an educational assistance payment above the \$8,000 or \$4,000 limit, if tuition plus related expenses are substantially higher than the average. They decide this on a case-by-case basis.

The beneficiary is responsible for taxes on Educational Assistance Payments. In most cases, the student's income level and tax credits will mean that he or she will pay little, if any, income tax on these payments.

In a Family Plan, you can allocate the RESP earnings among the beneficiaries any way you like. If one beneficiary does not pursue post-secondary education, you can allocate all of the earnings among the beneficiaries who do. For example, if you named three children as beneficiaries under a Family Plan and only two of them went on to post-secondary education, then you could direct us to make payments only to the two children pursuing a higher education.

A Family Plan lets you allocate the Basic CESG to the beneficiaries in any manner, to the lifetime maximum of \$7,200 per beneficiary, as well as any QESI that is received, to the lifetime maximum of \$3,600 per beneficiary. Redemption values can be allocated however you choose. Incentive values are allocated by an EAP calculation. There is a combined maximum grant of \$7,200 per person for Basic and Additional CESG and a maximum of \$3,600 for Basic and Increased QESI. There is no maximum payout limit for BCTESG. Every beneficiary named in a Family Plan has access to the full BCTESG amount in the plan, meaning that they can access BCTESG deposited for another beneficiary. As a result, a beneficiary could receive, as part of his or her EAPs, more than the beneficiary's lifetime maximum of \$1,200 of BCTESG. Please note that the Canada Learning Bond cannot be shared with siblings.

A beneficiary must be a resident of Quebec at the time of EAP redemption to access QESI value. Government grants and bond are only available for EAP for a beneficiary who is a Canadian resident at the time of redemption. Non-residents may access the plan income as an EAP redemption if qualified subject to withholding tax.

Proof of enrolment must be provided for each school term that the EAP is requested. The registrar (or equivalent) of the institution will be able to provide the beneficiary with their standard RESP proof of verification of enrolment document.

Any grants/bonds not redeemed will be repaid to the government that provided the grant.

Post-Secondary Education (PSE) contribution withdrawals

A Post-Secondary Education contribution withdrawal is composed of just contributions made to an RESP. It is meant to supplement Educational Assistance Payments. PSE contributions withdrawals can be made without adverse tax implications or without impacting CESG, CLB, QESI or BCTESG.

Before you make a PSE withdrawal, the beneficiary must qualify for an Educational Assistance Payment (see preceding section).

Withdrawals for non-educational purposes – Contribution withdrawal

You can withdraw contributions to your RESP at any time, tax free. However, any income earned by those contributions is taxable. (See *Accumulated Income Payment below*).

If the RESP received any Federal or Provincial grants and the beneficiary is not eligible to receive an Educational Assistance Payment or a Post-Secondary Education contribution withdrawal, you will have to repay some or the entire grant to the Federal or Provincial Government as applicable.

Withdrawals for non-educational purposes – Over-contribution withdrawal

If the total contributions to all of a beneficiary's RESPs is more than the permitted lifetime limit, it's an over-contribution. Over-contributions are determined by the Government of Canada at the end of each month and continue until the excess money is withdrawn.

Each subscriber for the beneficiary faces a 1% per month penalty tax on his or her share of the over-contribution. They have to pay the penalty within 90 days of the end of the year in which the over-contribution happened. The Canada Revenue Agency will notify you of any over-contributions to your RESP.

Withdrawals for non-educational purposes – Accumulated Income Payment (AIP)

An Accumulated Income Payment (AIP) is generally a payment made to the subscriber. This most commonly happens if the beneficiary decides not to pursue a post-secondary education.

The AIP is comprised of earnings on all contributions, grants and bond deposited to an RESP. You can receive the payment one of two ways:

- › In cash. This is taxable income under the *Income Tax Act* (Canada) in the year you receive it. We'll withhold an additional 20% tax penalty on behalf of the Canada Revenue Agency at the time of payment. Québec residents must pay additional withholding tax.

Taxable withdrawal amount	Withholding Tax Rate [†]	
	Canada (except Québec)	Québec (Federal and provincial)*
Up to \$5,000	30%	39% (12+5+8+14)
\$5,000.01-15,000	40%	49% (12+10+8+19)
More than \$15,000	50%	54% (12+15+8+19)

[†] The rates are current as of July 2023. The relevant tax authority may change them at any time.

* For Québec, we have shown the combined federal and provincial withholding tax rate.

- › As a transfer to an RRSP. The RRSP can belong to you or to your spouse or common-law partner. If you have the contribution room available, you can transfer up to a lifetime maximum of \$50,000 of earnings from the RESP. The transfer is not subject to either regular income tax or the 20% tax penalty.

To be eligible for an Accumulated Income Payment one of the following conditions must be met:

- › The RESP must have been open for at least 10 years and each beneficiary named in the RESP must be at least 21 years old and not currently eligible for an EAP;
- › All the beneficiaries under the RESP are deceased; or
- › The plan is being closed by the end of the 35th year after the year the plan was opened.

The Canada Revenue Agency may waive the requirements of the first condition, if it is reasonable to expect that a beneficiary will be unable to go to a post-secondary school because of a severe and prolonged mental impairment. In these cases, we can make a written request on your behalf.

Additionally, the following two conditions must be met:

- › The subscriber receiving the AIP must be a resident of Canada; and
- › The payment is made to one subscriber of the plan.

If the beneficiary, at the time the RESP has to be closed, does not qualify for Educational Assistance Payments, and the subscriber does not qualify for an Accumulated Income Payment, we'll pay the earnings to the educational institution named by the subscriber. If the subscriber has not named any institution, we'll choose one. In either case, it must be a Designated Educational Institution as defined in the *Income Tax Act* (Canada).

Scotia RESP transfer

You may transfer the holdings from your Scotia RESP to another financial institution or to another Scotiabank member that accepts

RESP transfers. You can also transfer RESP holdings from another financial institution to a *Scotia* RESP. It is important the receiving financial institution offers the same bond and grants as the transferring plan. If the receiving plan does not, you may have to give up some or all of the bond and grants.

Transfer of AIP to RDSP

Effective January 2014, an AIP can be transferred to an RDSP if the subscriber of the RESP and the RDSP jointly elect on a prescribed form to do so. The RESP beneficiary must also be the beneficiary under the RDSP.

The election can be made if the beneficiary has a severe and prolonged mental impairment that is reasonably expected to prevent the beneficiary from pursuing post-secondary education; or the RESP has been in existence for more than 35 years, or for at least 10 years and each beneficiary under the RESP is 21 or more years of age and not be eligible to receive educational assistance payments.

Once an accumulated income payment is made to the RDSP, the RESP must be terminated by the end of February of the following the year. The AIP transferred to an RDSP will not be included in the income of the subscriber.

Please also see the *Scotia* Disability Savings Plan section of this booklet.

Closing a *Scotia* RESP

Under the *Income Tax Act* (Canada) you must close all RESPs:

- › on or before December 31 of the 35th year after opening the plan, or
- › by the end of February in the year after receiving an Accumulated Income Payment. For example, if we make the first AIP in November of 2024, the RESP must be closed no later than February 28, 2025.

If we don't hear from you by the closing date, we'll deal with the investments in your plan as follows:

- › We'll hold your remaining contributions (less any applicable fees and charges) in your name in an interest-bearing Investment Account
- › We'll repay all government grants remaining in the plan
- › If our files indicate that you selected a Designated Educational Institution to receive the accumulated earnings in the RESP, we'll send a cheque for that amount (less any applicable taxes, fees and charges) to that institution.

If you have not named a Designated Educational Institution, we'll pay the accumulated earnings as follows:

- › If you're eligible for an Accumulated Income Payment, we'll send you a cheque for the full amount, less applicable taxes, charges and penalties

- › If it is a joint account, we'll send cheques for one-half of the amount to each co-subscriber
- › If you're not eligible for an AIP, we'll pay the amount to a Designated Educational Institution of our choice.

Scotia Disability Savings Plans – Scotia RDSP

What is a *Scotia* Registered Disability Savings Plan?

A Registered Disability Savings Plan (RDSP) helps an individual, their parents or others save for the long-term needs of a person with a severe and prolonged mental or physical impairment.

You can contribute up to a lifetime maximum of \$200,000 per beneficiary and you can keep contributing up to the end of the year in which the beneficiary turns 59 years old. Contributions are not tax-deductible.

An RDSP can remain open permanently, but withdrawals must begin by the year that the beneficiary turns 60.

Subscribing to a *Scotia* RDSP

The disabled person who will receive the funds from the RDSP is called the beneficiary. To qualify for an RDSP, the beneficiary must be eligible for the Disability Tax Credit. The Government of Canada only allows one RDSP per beneficiary.

The person who opens the RDSP and makes contributions to the plan is the account holder. If the beneficiary is a minor in their province of residence, the account holder can be one or both legal parents, an adult sibling of the beneficiary, a guardian, a tutor, a public department or an agency that is legally authorized to act on the beneficiary's behalf. If the beneficiary has reached the age of majority in their province of residence, the account holder can be the beneficiary, or a guardian, a tutor, a public department or an agency that is legally authorized to act on the beneficiary's behalf.

Up until the end of 2026, under some circumstances, a legal parent, adult sibling, spouse or common-law partner of an adult beneficiary can also be the account holder if the beneficiary is not competent to enter into a contract. Depending on the province of residence, other exceptions may apply.

Holder(s), beneficiaries and Primary Care Givers when opening a *Scotia* RDSP need to provide their Social Insurance Number so we can register the plan with the Canada Revenue Agency. Public departments or agencies opening a plan must provide a Business Number.

The account holder does not have to be a resident of Canada to establish and contribute to an RDSP. However, the beneficiary must be a resident of Canada and provide his or her Social Insurance Number.

If you open an account but a beneficiary is not eligible for the Disability Tax Credit, we won't be able to register the plan. In that case we may choose to transfer the funds to a non-registered investment account in the account holder's name.

Designating a beneficiary for a Scotia RDSP

Once a beneficiary has been named, you cannot cancel or change it.

Once the Scotia RDSP is set up, we'll send a notification letter to all account holders within 90 days. The letter will include the RDSP account number, the name and address of the beneficiary and any account holders, and the account opening date.

Funding your Scotia RDSP

You can make contributions either by lump sum or pre-authorized payments. For more information, see *Setting up Pre-Authorized Contributions*.

You can transfer your plan to or from a Scotia RDSP and an RDSP held at another financial institution.

Canada Disability Savings Grant (CDSG)

The Government of Canada helps you save for a beneficiary's financial needs by topping up your contribution with a grant called the Canada Disability Savings Grant (CDSG.) The government may contribute funds equivalent to 300%, 200% or 100% of contributions to your RDSP in a year. It depends on the net income of the beneficiary's family and the contribution level.

As shown in the table below, an RDSP can receive up to \$3,500 a year in CDSGs. The maximum lifetime grant is \$70,000. The government may pay the CDSG on contributions made up until December 31 of the year in which the beneficiary turns 49.

Eligibility

To be eligible for the CDSG, both the beneficiary and the account holder must meet some conditions.

The beneficiary must:

- › be a resident of Canada
- › be eligible for the Disability Tax Credit
- › not have more than \$200,000 contributed to the RDSP
- › be less than 49 at the end of the year before the grant is paid.

The account holder must:

- › have an RDSP
- › file personal income taxes
- › complete a CDSG application and give us a signed copy
- › deposit a contribution into the RDSP.

Canada Disability Savings Bond (CDSB)

The Canada Disability Savings Bond is designed to help modest-income families save for the long-term financial security of a person with a disability. You do not have to contribute to an RDSP in order to receive the bond. As shown in the table below, depending on the net income of the beneficiary's family, the Government of Canada may contribute up to \$1,000 annually, to a lifetime maximum of \$20,000.

Eligibility

To be eligible for the CDSB, the beneficiary and the account holder must meet the same conditions required for a Canada Disability Savings Grant. We need to receive a separate and complete CDSB application.

Federal contributions summary table

Maximum federal contribution (\$)				
Net family income (\$) thresholds (2024 Indexed Values)	\$36,502 or Less	Over \$36,502 but less than or equal to \$55,867	Over \$55,867 but less than or equal to \$111,733	Over \$111,733
CDSG (\$70,000 lifetime maximum)				
3 to 1 (300%) for the first \$500	1,500	1,500	1,500	–
2 to 1 (200%) for the next \$1,000	2,000	2,000	2,000	–
1 to 1 (100%) for the first \$1,000	–	–	–	1,000
CDSB (\$20,000 lifetime maximum)				
1,000	500*	–	–	–
Total assistance	4,500	4,000	3,500	1,000

*Average amount of CDSB, assuming even distribution of families over income range.

Types of RDSP withdrawals

The only person who can receive payments from an RDSP is the beneficiary. You can use your RDSP to make two kinds of payments to a beneficiary: Lifetime Disability Assistance Payments (LDAP) and Disability Assistance Payments. Here's how each of them works.

Lifetime Disability Assistance Payments (LDAP)

LDAPs are designed to give the beneficiary a reliable stream of income. Once the payments start, they must be paid at least annually until either the plan is terminated or the beneficiary has died.

There's an annual maximum withdrawal limit. It is determined using the Government of Canada's LDAP Formula, which is based on the beneficiary's age and the fair market value of the plan.

There will be a minimum withdrawal amount to be redeemed each year. It will be the amount determined by the LDAP Formula. You must

start these payments no later than the year in which the beneficiary turns 60, but may start earlier at the holder's request.

Disability Assistance Payments (DAP)

A Disability Assistance Payment (DAP) is an *ad hoc* payment to a beneficiary. In most cases a holder must request a DAP be paid to the beneficiary. Generally, DAPs are subject to the *ten-year repayment rule*.

In some cases, a beneficiary can request a DAP even if he or she is not an account holder. This happens when the total of all government contributions in the plan at the beginning of the calendar year is greater than the total of all private contributions. The beneficiary must be between the ages of 27 and 58, inclusive, to request this payment.

For plans that have more government grants & incentives (CDSG & CDSB) than private contributions, the maximum limit will be the greater of the LDAP Formula and 10% of the RDSP's fair market value. Except as explained below, there is no maximum DAP limit for plans that have more private contributions than government contributions.

There are restrictions on the size of DAPs that can be made. We cannot make any payment from an RDSP that would cause the fair market value of the plan to fall below the amount of all government grants and bonds received by the plan within the last 10-year period.

In any calendar year after the beneficiary turns 59, the total amount of LDAPs must be at minimum the amount determined by the LDAP Formula. However if there are insufficient funds to make the required payments, then the payments may be less than the result of the LDAP formula.

Calculation of payments

To view how the following payments are calculated:

- › maximum LDAP
- › the non-taxable part of the DAP/LDAP
- › the CDS Grant Portion of the DAP/LDAP
- › the CDS Bond Portion of the DAP/LDAP

access the Canada Revenue Agency's website at:

<https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/registered-disability-savings-plan-rdsp.html>

and Employment and Social Development Canada website at :

<https://www.canada.ca/en/employment-social-development/programs/disability/savings.html>

Shortened life expectancy

If a beneficiary has a shortened life expectancy the account holder may be able to ask for larger annual withdrawals for the beneficiary without

triggering the 10-year repayment rule. To qualify, a medical doctor must certify in writing that the beneficiary is unlikely to survive more than five years for health reasons.

To apply for the larger payments, you'll need to complete one of our forms. Once we accept the form the plan becomes known as a Specified Disability Savings Plan (SDSP) and the following rules apply:

- › The Lifetime Disability Assistance Payments must begin in the calendar year after the plan became an SDSP
- › The taxable portion of all LDAPs during the year cannot normally be more than \$10,000. This figure may be higher if needed to meet the minimum withdrawal requirements that apply to beneficiaries during a primarily government assisted plan year. If the government contributions exceed private contributions, payments must be at least the maximum amount determined by the LDAP Formula
- › You can't make any more contributions to the plan but eligible rollovers are permitted
- › The government will not pay any new Canada Disability Savings Grants (CDSGs) or Canada Disability Savings Bonds (CDSBs) into the plan. When the beneficiary dies, any remaining CDSGs and CDSBs money that was deposited within the preceding 10 years must be repaid
- › No provincial assistance program payments or similar contributions are allowed
- › You can carry forward your rights to CDSG or CDSB contributions only for the year in which you change your plan to a SDSP.

These rules generally apply until an account holder reverses the request, or the plan is closed or fails to comply with the *Income Tax Act* (Canada). If withdrawals of taxable amounts exceed the annual \$10,000 limit, without meeting any exceptions, the plan may cease to be an SDSP, and the normal 10-year repayment rule will apply.

You can change the plan back to a regular RDSP by notifying us in writing. The ordinary RDSP rules will generally apply, except that the plan won't be able to receive any new Government of Canada grants until the calendar year after the SDSP is cancelled.

If you cancel the SDSP, you may apply for it again. You must wait at least two years after cancelling the special status and you'll have to present new medical certification of shortened life expectancy.

Effective January 2014:

- › Regardless of whether government contributions exceed private contributions, payments must be at least the maximum amount determined by the LDAP Formula

- › If the beneficiary under an SDSP becomes DTC-ineligible the beneficiary will be subject to the same rules that apply to other RDSP beneficiaries who have become DTC-ineligible
- › SDSPs are not eligible for RESP rollovers.

It should be noted that the increase in the maximum withdrawal limit for RDSPs that have more government contributions than private contributions is not applicable to SDSPs.

Carry-forward grant and bond entitlements

Effective January 2011, you can request payment of any unclaimed government grants and bonds from the previous 10 years, starting from 2008, the year Registered Disability Savings Plans (RDSP) became available.

To receive unclaimed grant and bond contributions, the beneficiary must be 49 or under at the time of the claim.

The amount of grants and bonds your account is entitled to depends on the beneficiary's net family income and the amount contributed to the RDSP in those years. The matching rate will be the same as that offered in the year in which you qualified for the grant.

Transferring retirement savings to an RDSP

Effective July 2011, if you're a parent or grandparent of a financially dependent child with a disability you can have part or all of your retirement plans transferred tax-free to the child's Registered Disability Savings Plan when you die.

To be eligible, your retirement savings must be in one of the following:

- › Registered Retirement Savings Plan (RRSP)
- › Registered Retirement Income Fund (RRIF), or
- › Registered Pension Plan (RPP).

You can transfer up to the RDSP's lifetime contribution limit of \$200,000. This amount will be reduced by all contributions and rollover transfers previously made to any RDSP for the child. The contribution of the retirement savings will be included in the taxable portion of any DAP or LDAP.

The government does not pay matching Canada Disability Savings Grants on the money transferred from retirement savings.

Transferring RESP income to an RDSP

Effective January 2014, an accumulated income payment can be transferred from a beneficiary's RESP into the beneficiary's RDSP. This transfer will be subject to the \$200,000 lifetime contribution limit for RDSPs. The accumulated income payment will be included in the taxable portion of any DAP or LDAP.

The government does not pay matching Canada Disability Savings Grants on accumulated income payment transfers.

Please contact the Scotiabank Wealth Management Contact Centre at 1-877-929-4499 (Monday to Friday, 8:00am - 7:00pm EST; after hours voicemail) for availability.

Closing a Scotia RDSP

A Scotia RDSP is closed when any of the following happens:

- › The RDSP does not comply with applicable legislation
- › The beneficiary dies
- › The RDSP is transferred

When an RDSP is closed, the beneficiary or the beneficiary's estate receives the invested contributions and all earnings in the plan. However, all grants and bonds paid into the RDSP during the previous 10 years must be repaid to the Government of Canada.

If you open an RDSP but it cannot be registered with the Canada Revenue Agency for any reason, we reserve the right to deposit any funds within the plan into an Investment Account in the name of the holder(s) and issue applicable tax receipts.

Loss of DTC Eligibility

Once DTC eligibility has been revoked by the government the following conditions apply:

- › Contributions cannot be made to the RDSP and grant and bond will not accumulate or be paid
- › Education savings rollovers are not permitted
- › Retirement savings rollovers are permitted
- › Withdrawals may be made
- › The *10-year repayment rule* will be extended for the ineligible period.

If the beneficiary re-qualifies for the DTC for a taxation year any time the plan will revert to being an RDSP for that taxation year onwards.

Please contact the Scotiabank Wealth Management Contact Centre at 1-877-929-4499 (Monday to Friday, 8:00am - 7:00pm EST; after hours voicemail) for availability.

Withholding Tax

The Government of Canada requires that the taxable portion of DAP and LDAP in excess of the basic personal amount and the disability tax credit amount be subject to withholding tax. Please note that only the taxable portion of any payment is subject to withholding tax. For the 2022 taxation year the federal basic personal amount and disability tax credit is \$22,470*. In Québec, provincial withholding tax is applied in excess of \$19,727* (for the 2022 taxation year).

* The Governments of Canada and Québec, respectively, update these amounts every year.

The withholding tax[†] rates are as follows:

Taxable withdrawal amount	Withholding Tax Rate [†]	
	Canada (except Québec)	Quebec (Federal and provincial)*
Up to \$5,000	10%	19% (5% + 14%)
\$5,000.01 - \$15,000	20%	24% (10% + 14%)
More than \$15,000	30%	29% (15% + 14%)

[†] The rates are current as of December 2021. The relevant tax authority may change them at any time.

* For Quebec, we have shown the combined federal and provincial withholding tax rate.

Please note that the withholding tax rate applied to the taxable portion of any payment may not depend solely on that particular payment. Rather the Income Tax Regulations may require certain payments in a calendar year to be aggregated to determine the withholding rate to be applied.

Tax receipts for your RDSP

Grants, bonds and investment income earned in an RDSP are included in the beneficiary's income for tax purposes when paid out of the RDSP. We'll issue the beneficiary a T4A for the taxable portion of the payment.

Further Questions?

If you have further questions about your RDSP please contact the Scotiabank Wealth Management Contact Centre at 1-877-929-4499 (Monday to Friday, 8:00am - 7:00pm EST; after hours voicemail).

Scotia Registered Income Accounts – Scotia RIF, LIF, LRIF, PRIF and RLIF

What is a Scotia Registered Income Account?

When it's time to retire, you can transfer money from your registered retirement savings account to a registered income account, usually on a tax-deferred basis. Registered income accounts are designed to give you a series of regular income payments during your retirement years.

We offer the registered income account, the Registered Retirement Income Fund (RRIF) as well as *locked-in income accounts*. They include the Locked-in Retirement Income Fund (LRIF), Life Income Fund (LIF), Prescribed Retirement Income Fund (PRIF) and Restricted Life Income Fund (RLIF). These locked-in income accounts are similar to Registered Retirement Income Funds (RRIFs) except that the source of funds is a locked-in savings account or another locked-in income account.

With a locked-in income account you must receive a minimum payment each year except in the year you set up your account. In addition, you generally cannot withdraw more than a set maximum amount annually.

PRIFs are available in Saskatchewan and Manitoba. You can open a PRIF if your pension funds are in a Locked-in Retirement Account (LIRA) (Saskatchewan only) or in an existing LIF or LRIF (Saskatchewan or Manitoba), subject to certain conditions. Saskatchewan also allows you to transfer RRSP and RRIF funds to a PRIF. Please contact your branch for further details.

Funding your Scotia RIF, LIF, LRIF, PRIF and RLIF

Each plan can accept different funds from different sources. The table below shows how it works.

Type of Account	Source of Funds Accepted
Scotia RIF	transfer funds directly from a Registered Retirement Savings Plan (RRSP) or another Registered Retirement Income Fund (RRIF)
Scotia LIF	transfer from a Locked-in Retirement Account (LIRA), Locked-In RSP (LRSP), Locked-In Retirement Income Fund (LRIF), Registered Pension Plan (RPP) or another LIF, if permitted
Scotia LRIF	transfer from a Locked-in Retirement Account (LIRA), Locked-In RSP (LRSP), Locked-In Retirement Income Fund (LRIF), Registered Pension Plan (RPP) or another LIF, if permitted. Some provinces may have limitations on transfers between LRIFs and LIFs; please review the Declaration of Trust and applicable Addendum
Scotia PRIF	transfer from a LIRA, LIF or LRIF and, in Saskatchewan, from a RRSP or RRIF
Scotia RLIF	transfer from a Federal Locked-in RSP (LRSP), Locked-In Income Fund (LIF), Registered Pension Plan (RPP), Restricted Locked Savings Plan (RLSP) or another RLIF, if permitted

Spousal RRIF

A Spousal RRIF is the same as a regular RRIF, except that the funds typically come from a Spousal RRSP to which your spouse has made contributions on your behalf.

Usually, you'll be responsible for paying taxes on withdrawals from your Spousal RRIF. However, your spouse may have to pay the tax if:

- › you take more than the minimum amount in a year; and
- › there have been contributions to your Spousal RRSP in that same year or in the two preceding calendar years.

If you have both a Spousal RRSP and a regular RRSP registered in your name, you may combine the balances of these accounts into a single Spousal RRIF. Your other option is to open two RRIFs, one for proceeds from your regular RRSP and another for proceeds from your Spousal RRSP. Ask your Scotiabank representative for more details.

About spousal rights and beneficiaries

Your spouse does not have an automatic right to your *Scotia* RIF even if he or she contributed to the account.

If you name your spouse as the successor annuitant, the account will pass “as is” into your spouse’s name after we are notified of your death. All the investments and payment instructions on the account will stay the same until your spouse changes them.

If you do not or cannot take advantage of naming your spouse as the successor annuitant, you can name any beneficiary you want by completing the beneficiary section of the application. This person will receive the proceeds of your *Scotia* RIF after your death. If your *Scotia* RIF has multiple beneficiaries and any of them predecease you, their percentage interest in the proceeds payable under your *Scotia* RIF upon your death shall be payable in equal shares to the beneficiaries living at the time of your death. If all your beneficiaries predecease you, all the proceeds of your *Scotia* RIF shall be paid to your estate after your death.

In Québec, you can only designate a beneficiary through a Will. As a result, if you’re a Québec resident, any beneficiary designation we have on file for you is not valid.

As an annuitant if you become a non-resident of Canada, you lose the option of changing or adding a beneficiary.

If you have a *Scotia* PRIF, your spouse is the automatic beneficiary unless your spouse gives up his or her rights as designated beneficiary.

Your spouse **does** have an automatic interest in your *Scotia* LIF, LRIF or RLIF and is the beneficiary on your death. He or she is the beneficiary on your death, unless they sign a form giving up this right or they cease to be your spouse.

If your spouse does not give up these rights, he or she also has an interest in any annuity purchased with funds from your *Scotia* LIF. The annuity must be Joint and Last Survivor and the spousal payments must be at least 60 percent of the account holder’s pension at the time of death. Even if a spouse signs away his or her rights, this may not be accepted in some jurisdictions.

When applying for *Scotia* LIFs, LRIFs, or RLIFs you should only complete the beneficiary section of the application if you do not have a spouse or if your spouse has given up his or her rights.

In British Columbia, Manitoba, Alberta, Ontario, Newfoundland and Nova Scotia, you must get your spouse’s consent to transfer the proceeds of a LIRA, or registered pension plan to a *Scotia* LIF or LRIF. In Ontario, Newfoundland and Nova Scotia, we document this consent on the application form for a *Scotia* LIF or LRIF. In other jurisdictions we use a separate form.

In Saskatchewan you must get your spouse’s consent to transfer the proceeds of a registered pension plan, LIRA, LIF or LRIF to a Saskatchewan *Scotia* PRIF. We document this consent with a separate form.

About withdrawals and payments

Annual minimum payments from your *Scotia* RIF, LIF, LRIF, PRIF and RLIF

Starting in the year after the year you establish a *Scotia* RIF or PRIF you have to be paid a yearly minimum amount. If you wish to receive a payment in the first year, you may do so, but the entire payment will be subject to withholding tax. You can decide whether to have the minimum payment calculation based on your age or your spouse’s age. You only pay taxes on the money you withdraw or receive; the rest can continue to grow tax-deferred.

For your *Scotia* LRIF, LIF and RLIF the law determines both the annual minimum payment and the annual maximum payment. You do not have to take your annual minimum payment in the year you open the account. If you wish to receive a payment in the first year, you may do so, but the entire payment will be subject to withholding tax. You can decide whether to have minimum payment calculation based on your age or your spouse’s age (except in New Brunswick). The maximum payment must be based on your age.

Note that when determining annual minimum payments, the CRA does not make a distinction between RRIFs, LIFs, LRIFs, PRIFs and RLIFs. You may change your scheduled payments anytime during the year.

Calculating your annual minimum payment

As the table below shows, your annual minimum payment depends on your age and when you opened the plan. The Canada Revenue Agency refers to RRIFs opened before January 1, 1993 as “Qualifying RRIFs” which have a lower annual minimum payment for age 71.

To calculate your annual minimum payment, multiply the value of your plan on December 31 by the percentage that corresponds to your age on January 1 and when you opened the plan. These percentages, which correspond to the annual minimum payment factors, were decreased in 2015 by the Government of Canada for the 2015 and subsequent calendar years. This will result in a lower annual minimum payment, all things being equal. The table below contains the new, decreased percentages.

Example: If you opened your plan after December 31, 1992 and you will be 75 on January 1, multiply 5.82% by the value of your plan on December 31 of the same year. In this case, if the value of your plan was \$100,000, your annual minimum payment for the following year would be \$5,820 (5.82% x \$100,000).

Age	% For All Plans	Age	% For All Plans	Age	% For All Plans
60	3.33	72	5.40	84	8.08
61	3.45	73	5.53	85	8.51
62	3.57	74	5.67	86	8.99
63	3.70	75	5.82	87	9.55
64	3.85	76	5.98	88	10.21
65	4.00	77	6.17	89	10.99
66	4.17	78	6.36	90	11.92
67	4.35	79	6.58	91	13.06
68	4.55	80	6.82	92	14.49
69	4.76	81	7.08	93	16.34
70	5.00	82	7.38	94	18.79
71	5.28*	83	7.71	95+	20.00

* The factor for Qualifying RRIFs for age 71 is 5.26%. Please note, that if you transfer new funds to a Qualifying RRIF from an RRSP or from a RRIF that you opened after December 31, 1992, your RRIF will no longer be considered a "Qualifying RRIF".

Periodic payments and lump-sum withdrawals

Normally, you can either receive periodic payments or make lump-sum withdrawals from your *Scotia* RIF or PRIF.

With a *Scotia* LIF, LRIF or RLIF you can receive periodic payments but in most cases you cannot make lump-sum withdrawals. However, depending on the jurisdiction, you may be able to make either full withdrawals or a series of withdrawals under special circumstances.

These circumstances may include temporary income, shortened life expectancy, plans with small balances, and financial hardship, among others. If these withdrawals are allowed, you must provide detailed documentation along with your withdrawal request.

Receiving payments from your *Scotia* RIF, LIF, LRIF, PRIF and RLIF

The Bank of Nova Scotia is your dealer if you're allowed to hold only cash, high interest savings, and GICs in your account. Scotia Securities Inc. is your dealer if you're allowed to hold cash, high interest savings, GICs and mutual funds in your account.

The following sections explain how it works. You'll find the rules for Scotia Securities Inc. beginning on page 44.

If The Bank of Nova Scotia is your dealer

If The Bank of Nova Scotia is the dealer on your account, we draw money for payments first from the cash balance in your plan. The money comes from the book value and accrued interest. If more funds are needed, they come from the following:

- › first from the high interest savings balance in your plan. The money comes from the book value and accrued interest
- › then from the Non-Redeemable, Personal Redeemable, Cashable and Accelerated-Rate GIC with the lowest interest rate, then from the term GIC with the earliest maturity date, and then from the term GIC with the lowest certificate number
- › then from the interim interest portion of the Scotiabank Index Powered GICs, and Scotiabank Equity Powered GICs and from *The Ultimate Laddered* GIC. We start with the GIC with lowest interest rate, then the earliest maturity date, and then the GIC with the lowest certificate number
- › then from the Scotiabank Index Powered GICs, Scotiabank Equity Powered GIC - Canadian Growth, Scotiabank Equity Powered GIC - American Growth and Scotiabank Equity Powered GIC - Global Growth. We start with the GIC with the lower face value, then the earliest maturity date, and then the GIC with the lowest certificate number
- › then from the Scotiabank Equity Powered GIC - Canadian Income, Scotiabank Equity Powered GIC - Canadian Guaranteed Return and Scotiabank Market Linked GICs. We start with the GIC with the lower annual interest rate, then with the lowest market value, then the earliest maturity date, and then with the lowest certificate number.

Note: The Guaranteed Income Optimizer (GIO) will not be automatically withdrawn from. Please contact your Scotiabank branch for more details.

Non-Redeemable, Accelerated-Rate, The Ultimate Laddered, Scotiabank Equity Powered GIC - Canadian Income and Scotiabank Equity Powered GIC - Canadian Guaranteed Return and Scotiabank Market Linked GICs.

Payments made from Non-Redeemable, Accelerated-Rate, *The Ultimate Laddered*, Scotiabank Equity Powered GIC - Canadian Income and Scotiabank Equity Powered GIC - Canadian Guaranteed Return and Scotiabank Market Linked GICs are based on three components: the book value, accrued interest and compound interest. The percentage of each component withdrawn is based on how much of the total value each component represents at the payment date.

For example, if the book value is 80% of the total value of the investment, then 80% of the payment comes from the book value. When you receive a payment, the value of all three components

decreases accordingly. The reduced book value continues to earn interest at the original rate from the payment date onward.

Here are a few examples of how it all works.

Payment from a Non-Redeemable GIC, *The Ultimate Laddered GIC*, Scotiabank Equity Powered GIC - Canadian Income, Scotiabank Equity Powered GIC - Canadian Guaranteed Return, Scotiabank Market Linked GICs or an Accelerated-Rate GIC (numbers have been rounded)

	Accrued Interest	Compound Interest	Book Value	Total
Before payment	\$250.00 (2.33% of total)	\$500.00 (4.65% of total)	\$10,000.00 (93.02% of total)	\$10,750.00
Payment \$1,000	-\$23.30 (\$1,000 x .0233)	-\$46.50 (\$1,000 x .0465)	-\$930.20 (\$1,000 x .9302)	-\$1,000.00
After payment	\$226.70	\$453.50	\$9,069.80	\$9,750.00

Scotiabank Equity Powered GIC - American Growth and Scotiabank Equity Powered GIC - Global Growth, payments come from the GIC's face value only, as shown in the following table.

Scotiabank Index Powered GICs, Scotiabank Equity Powered GIC - Canadian Growth, Scotiabank Equity Powered GIC - American Growth and Scotiabank Equity Powered GIC - Global Growth

When we make payments from a Scotiabank Index Powered GIC, Scotiabank Equity Powered GIC - Canadian Growth, Scotiabank Equity Powered GIC - American Growth, and Scotiabank Equity Powered GIC - Global Growth, the money comes entirely from the principal; in other words, the money you invested in the GIC. The principal remaining after payments will earn interest at the rate payable at maturity.

Payment from a Scotiabank Index Powered GIC

	Accrued Interest	Compound Interest	Book Value	Total
Before payment	n/a	n/a	\$25,000	\$25,000
Payment \$2,000			-\$2,000	-\$2,000
After payment			\$23,000	
Rate of return for issue determined at maturity to be 20%	\$4,600 (\$23,000*0.20)		\$23,000	\$27,600

If Scotia Securities Inc. is your dealer

If Scotia Securities Inc. is the dealer on your account, you have a choice of how to fund your scheduled or periodic payments. You can either use our standard method or select the specific order yourself (except for GICs).

If you choose the standard option, we draw money for scheduled or periodic payments as follows:

- › first from the cash balance of your account,
- › then from the high interest savings balance,
- › then from all *cash equivalent mutual funds*, on a *pro rata basis* depending on market value,
- › then from all fixed-income mutual funds on a pro rata basis, depending on market value,
- › then from all GICs (in the order set out in The Bank of Nova Scotia dealer section), and
- › then from all equity mutual funds on a pro rata basis, depending on market value.

If you select the order yourself you can choose between cash and mutual funds.

Here's an example. Suppose you have \$9,750 in your account and you make a withdrawal of \$1,000. This is how we'd draw money for the first two payments

Investment Type	Amount	Proportion
Cash	\$1,000.00	10.26%
Cash equivalent mutual fund 1	\$6,000.00	61.54%
Cash equivalent mutual fund 2	\$2,750.00	28.21%
TOTAL: \$9,750		

The funding for first payment would be:

Cash	\$1,000.00
Cash equivalent mutual fund 1	\$00.00
Cash equivalent mutual fund 2	\$00.00

Investments after first payment

Investment Type	Amount	Proportion
Cash	\$00.00	0
Cash equivalent mutual fund 1	\$6,000.00	68.57%
Cash equivalent mutual fund 2	\$2,750.00	31.43%

Investment Type	Amount	Proportion
TOTAL: \$8,750.00		

The funding for second payment would be:

Cash	\$00.00	
Cash equivalent mutual fund 1	\$685.70	(68.57% x \$1,000.00)
Cash equivalent mutual fund 2	\$314.30	(31.43% x \$1,000.00)

Investments after second payment

Investment Type	Amount
Cash	\$00.00
Cash equivalent mutual fund 1	\$5,314.30
Cash equivalent mutual fund 2	\$2,435.70
TOTAL: \$7,750.00	

If you select either a minimum or maximum payment and the currency of the payment is U.S. dollars, we'll calculate the payment in Canadian dollars first. Then we'll convert that amount into U.S. dollars, using the exchange rate in effect when the payment is initiated.

This means the amount may change from payment to payment, depending on the exchange rate. Please note that we'll only fund payments from investments in the same currency.

We'll automatically sell the necessary number of units to make payments.

You may realize a capital gain or a loss by selling the units. **If you withdraw more money than your fund is earning, you may eventually use up your investment.**

Note: if you hold only MLGIC in your RRIF, it is recommended that additional funding sources (e.g. other GICs, cash, etc.) are also held to fund the annual minimum payments required in your RRIF. If you don't have other funding sources, the principal amount of the MLGIC in the RRIF will be used for such annual minimum payments and, as a result, the amount of interest payment on the MLGIC upon maturity will be calculated based on the remaining principal amount, not the original principal amount.

Payment amount, frequency and date

We base minimum payments from mutual fund RRIFs on the market value of each fund on December 31 of the previous year. For example, suppose you hold three mutual funds in your RRIF and the payment factor for this year is 4.76. We'll take the value for all three funds on December 31 of last year. Then we'll redeem 4.76% of that value from each of the three funds.

You can select the amount of your payment each year as long as you take at least the minimum payment and don't take more than any prescribed maximum payment for LIFs, LRIFs and RLIF.

You may choose to receive your scheduled payments weekly, every two weeks, twice a month, monthly, every two months, quarterly, every four months, semi-annually or annually. We'll deposit it in your bank account at The Bank of Nova Scotia, or in your bank account at another financial institution, or we'll mail you a cheque.

You can change the amount, date, frequency and method of payment but you must make changes at least 14 days before the next cheque payment date or at least three days before the payment goes into your bank account.

If a payment is due at the beginning of January each year, it will be automatically delayed up to four days to permit the calculations of minimum and maximum payments.

If you do not provide any payment instructions by December 31 of the year you turn 71, we'll set up your plan automatically and send you the annual minimum payment by cheque on or around September 25 of each year.

Withholding tax on your Scotia RIF, LIF, LRIF, PRIF and RLIF

Withdrawals and scheduled payments from your Scotia RIF, LIF, LRIF or RLIF are generally considered income for tax purposes and you must declare them as income for the year you receive them.

If you choose to receive a payment larger than the annual minimum payment we'll deduct withholding tax from the excess amount over and above the annual minimum payment. See the table below for the withholding tax rates applicable to residents of Canada.

If you receive any payments in the year you set up your retirement income fund, we'll deduct withholding tax from the entire amount of the payments. That's because there is no annual minimum in the first year.

Taxable Amount	Canada (except Québec)*	Quebec (Federal and provincial)*
Up to \$5,000	10%	19% (5% + 14%)
\$5,000.01 - \$15,000	20%	24% (10% + 14%)
More than \$15,000	30%	29% (15% + 14%)

* All rates, including Québec's, are current as of December 2021 and are subject to change.

* For Quebec, we have shown the combined federal and provincial withholding tax rate.

Canadian residents can also ask us to use a higher rate of withholding tax. If you hold GICs, high interest savings or cash in your account and you choose this option, we'll deduct withholding tax from the entire amount of each payment, not just from the excess amount.

We have these and other options available for you when it comes to withdrawals and scheduled payments as well as how withholding tax is applied to those withdrawals or payments. Please contact your Scotiabank representative for further details.

Scotia First Home Savings Account - Scotia FHSA

What is a Scotia First Home Savings Account?

A Scotia First Home Savings Account (FHSA) allows prospective homebuyers to save money on a tax-free basis towards the purchase of their first home in Canada. This can also be used in conjunction with funds withdrawn under the federal Home Buyers' Plan.

Once your account is set up and registered with the Canada Revenue Agency, any interest income and capital gains you earn in the account build up tax-free.

Opening your Scotia FHSA

You must be at least 18 years old (19 years old in some provinces), a resident of Canada and a first-time homebuyer to open the FHSA.

Ownership of your Scotia FHSA

Your Scotia FHSA can only be held in your name.

Funding your Scotia FHSA

You can fund your FHSA by making new contributions, transferring funds from an existing Scotia FHSA, or transferring from a Scotia RRSP tax-free. All you have to do is complete the required form(s).

You can transfer funds from a FHSA held at another Scotiabank wealth partner or from another financial institution. All you have to do is complete the applicable transfer form.

How much FHSA contribution room do I get?

The Canada Revenue Agency determines how much contribution room you get. You can contribute a lifetime maximum of \$40,000 to your FHSA(s). The Canada Revenue Agency has set an annual contribution limit of \$8,000 plus any unused FHSA contribution room up to maximum of \$8,000 from the previous year. Contribution room only starts accumulating after you open an FHSA for the first time.

Spousal contributions to a FHSA

Only the FHSA account holder can contribute to their plan. Spouses can gift each other money for contributions, without affecting their contribution room or being subject to attribution rules. The FHSA

owner is the only taxpayer permitted to claim deductions for contributions made to the FHSA.

About spousal rights and beneficiaries

In provinces other than Quebec, you can name any beneficiary you want for your Scotia FHSA by completing the beneficiary section of the account application and the applicable beneficiary designation form. You can change your beneficiary at any time after that by completing the applicable form(s). Unless you have designated your spouse or common-law partner as your beneficiary, they do not have an automatic right to your FHSA. To change the beneficiary or successor holder, just visit your branch. Your Scotiabank representative will help you complete the necessary documents. If your Scotia FHSA has multiple beneficiaries and any of them predecease you, their percentage interest in the monies payable under your Scotia FHSA upon your death shall be payable in equal shares to the beneficiaries living at the time of your death. If all your beneficiaries predecease you, all monies payable under your Scotia FHSA upon your death shall be paid to your estate.

After your death, a named beneficiary or successor holder has the following options:

FHSA options after death	
If your spouse or common-law partner is named as successor holder and is a qualifying individual	<ul style="list-style-type: none"> › they can receive the balance of your FHSA as taxable income; or › they can transfer the balance of your FHSA to their RRSP or RRIF on a tax deferred basis; or › the account will pass into their name
If your spouse or common-law partner is named as successor holder but is not a qualifying individual	<ul style="list-style-type: none"> › they can receive the balance of your FHSA as taxable income; or › they can transfer the balance of your FHSA to their RRSP or RRIF on a tax deferred basis
If your spouse or common-law partner is named as beneficiary but not as successor holder	<ul style="list-style-type: none"> › they can receive the balance of your FHSA as taxable income; or › they can transfer the balance of your FHSA to their own FHSA, RRSP or RRIF on a tax deferred basis
Any other named beneficiary	<ul style="list-style-type: none"> › they can receive the balance of your FHSA as taxable income

In Quebec you can only designate a successor holder or beneficiary through a Will.

Issuing tax slips for your Scotia FHSA

For each calendar year, we will issue a T4FHSA tax slip for contributions, eligible transfers and withdrawals made.

Withdrawing funds from your Scotia FHSA

You can make withdrawals from your Scotia FHSA subject to certain restrictions. The Government of Canada allows three types of withdrawals:

- › a qualifying withdrawal. This is a withdrawal to purchase a qualifying home if you meet all the following conditions:
 - you must complete the RC725 Request to Make a Qualifying Withdrawal from your FHSA form and submit it to us.
 - you are a first-time homebuyer as defined in the *Income Tax Act* (Canada).
 - you have a written agreement to buy or build a qualifying home with a completion date of before October 1 of the year following the date of withdrawal.
 - you did not acquire the qualifying home more than 30 days before making the withdrawal.
 - you are a resident of Canada from the time you make your first qualifying withdrawal from one of your FHSAs until the earlier of the acquisition of your qualifying home, or the date of your death.
 - You occupy or intend to occupy the qualifying home as your principal place of residence within one year after buying or building it.
 - If you become a non-resident as defined by the *Income Tax Act* (Canada) after opening your FHSA you cannot make a qualifying withdrawal while you are a non-resident.
- › a withdrawal of your excess FHSA amount (designated withdrawal) or a transfer of your excess FHSA amount to your RRSP or RRIF (designated transfer) using the prescribed form, for the purpose of reducing or eliminating your excess FHSA amount at the time of designation; or
- › an amount otherwise included in your taxable income.

We will only transfer proceeds of Scotiabank term investments, such as Scotia GICs, to another financial institution once they mature.

Withholding tax

There are no withholding taxes on qualifying withdrawals, and designated withdrawals or transfers. In all other cases the amount withdrawn from your Scotia FHSA is considered a taxable withdrawal and will be subject to withholding tax.

If you are a resident of Canada as defined by the *Income Tax Act* (Canada), we withhold income tax at the following rates:

Taxable withdrawal amount	Withholding Tax Rate ¹	
	Canada (except Québec)	Québec (Federal and provincial)*
Up to \$5,000	10%	19% (5% + 14%)
\$5,000.01 - \$15,000	20%	29% (10% + 19%)
More than \$15,000	30%	34% (15% + 19%)

¹ The rates are current as of 1 July 2023. The relevant tax authority may change them at any time.
* For Québec, we have shown the combined federal and provincial withholding tax rate.

Over-contributing to your FHSA(s)

If you make an over-contribution, the Canada Revenue Agency may impose taxes and interest for each month you are in an over-contribution position. Please contact your tax advisor or the Canada Revenue Agency for further information.

Unregistered FHSA

If the information you provide does not agree with the information at the CRA, we may not be able to register your FHSA. If your FHSA remains unregistered for more than one year, we reserve the right to transfer the funds to an Investment Account and issue a tax slip to you at any time for any investment gains within your account.

Closing your FHSA

Your Scotia FHSA must be closed at the earliest of these events:

- › by December 31st of the year that is 15 years after opening your first FHSA;
- › by December 31st of the year you turn 71 years old; or
- › by December 31st of the year following the year of your first qualifying withdrawal. You will not be permitted to open another FHSA.

How Scotia Registered Accounts are administered

When you open a Scotia Registered Account, we register it with the Canada Revenue Agency (CRA) so that it gets special tax status.

The Scotia Retirement Savings Plan (RRSP), Scotia Retirement Income Fund (RRIF), Scotia Tax-Free Savings Account (TFSA) and Scotia First Home Savings Account (FHSA) are regulated by the *Income Tax Act* (Canada).

In addition to being regulated by the *Income Tax Act* (Canada), locked-in accounts such as LIRA, LRSP, RLSP, PRIF, LRIF, LIF and RLIF are regulated by provincial and federal pension legislation.

The *Scotia* Registered Education Savings Plan (RESP) is regulated under the *Income Tax Act (Canada)* and the *Canada Education Savings Act*.

The *Scotia* Registered Disability Savings Plan (RDSP) is regulated under the *Income Tax Act (Canada)* and the *Canada Disability Savings Act*.

A word about naming accounts

When you first open a new account, we don't use the word "registered" to describe the plan until it is registered with the CRA. For example, we call it a Retirement Savings Plan, a Retirement Income Fund, a Disability Savings Plan or an Education Savings Plan.

After your application is processed, we submit your account for registration after which time it will become a Registered Retirement Savings Plan, a Registered Retirement Income Fund and so on.

Your registered accounts are administered by The Bank of Nova Scotia Trust Company (Scotiastrust), as trustee. Both The Bank of Nova Scotia and Scotia Securities Inc. act as agents for Scotiastrust in the day-to-day operation of these accounts.

Important documents

When you open any *Scotia* Registered Account except an Education Savings Plan, we'll give you a Declaration of Trust. It describes the terms and conditions for your plan. If your account is an Education Savings Plan, you'll receive the Terms and Conditions document. If your account is a LRSP, LIRA, RLSP, LIF, LRIF, PRIF or RLIF you'll also receive an Addendum to your plan.

The Declaration of Trust, the Terms and Conditions and the Addenda are very important documents because they explain how your plans operate and the roles and responsibilities of Scotiastrust. Please keep them in a safe place.

Scotia Investment Accounts

What is a Scotia Investment Account?

Your *Scotia* Investment Account is a non-registered account you can use for a variety of investing needs such as putting money aside for a vacation, saving for a home or supplementing your retirement income.

Unlike registered accounts, you can't defer taxes on the income you earn with a *Scotia* Investment Account. The rate of tax you pay depends on the type of earnings generated from the investments you hold and the kind of investments you make.

You should discuss any tax questions you may have with your tax or legal advisor.

Unless specified in the terms and conditions of the underlying product or service, you may contact us to cancel your Scotiabank Investment Account at any time without an additional fee or charge. If you do

notify us of cancellation within fourteen (14) business days of account opening then we will acknowledge receipt of your cancellation notice and advise you of any reimbursement amounts to which you may be entitled. We are not obliged to reimburse you or return amounts to you in relation to (a) any amounts related to your use of a product or service prior to cancellation, and (b) any expense that we have reasonably incurred in providing the product or service.

Ownership, survivor arrangements and signing authorities

Ownership – Individual

You can hold your *Scotia* Investment Accounts in one name. If your account is an individual account we will take instructions only from you. On death, the investments in your account, including any cash, will be disbursed to your estate according to your account agreement.

Ownership – Joint

More than one person can hold a single *Scotia* Investment Account. This is commonly referred to as "joint" ownership. Each joint owner is fully responsible for the obligations in this booklet, an arrangement known as joint and several (in the Province of Québec this is called 'solidarily').

Ownership and survivorship rights and legal responsibilities vary for joint accounts, so you may wish to discuss it with your legal and/or tax advisor. If you have a joint account, you must tell us what survivor arrangement you and any co-owners want for your account. You must also tell us the names of the signing authorities on the account.

Survivor arrangements

The survivor arrangement you choose determines what happens to the investments in your joint account if one of the joint owners dies. Outside Québec there are two survivor arrangements available; Joint Tenants With Right of Survivorship (JT or JTWR0S) and Tenants in Common (TIC). In Québec there is only one survivor arrangement option, Joint Holders (JH), which is equivalent to Tenants in Common. We assume no responsibility whatsoever for any claims arising from or relating to the survivor arrangement that you select.

Joint Tenants with Right of Survivorship (JT or JTWR0S)

If you select Joint Tenants With Right of Survivorship as the survivor arrangement and one of the owners dies, we will hold the investments in the account in the name(s) of the surviving owner(s). Alternatively, the investments may be redeemed and we'll disburse them to the surviving owner(s).

Tenants in Common (TIC) and Joint Holders (JH)

If you select Tenants in Common or if you have a Joint Holders arrangement and one of the owners dies, the surviving owners do not

automatically inherit ownership of the deceased's share of the account. The deceased's share is disbursed to the deceased's estate and the remaining share is distributed to the surviving owners.

Signing authorities

The signing authorities that you name for your account will determine who we'll accept instructions from to operate the account. You will be bound by any instructions any designated signing authority gives us. Any designated signing authority will remain in force and we can rely on it until we receive a written notice of change from the designated signing authorities.

If the signing arrangement on your account is "Any to Sign" we'll accept individual instructions from any of the owners.

If the signing arrangement on your account is "All to Sign" we'll only accept instructions that come from all owners.

Please be advised that we have the right to require joint instructions from all owners of a joint account on any matter related to the account.

Ownership – In Trust for

If an account has been opened as "In Trust For", we will only take instructions from the account holder or holders named in the signing arrangement for the account. For tax reporting purposes, we'll require the Social Insurance Number of the primary account holder. We'll only issue a tax receipt in the name(s) of the account holder(s).

There are legal responsibilities and tax consequences associated with opening an "In Trust For" account, so you may wish to discuss it with your legal and/or tax advisor. We assume no responsibility for any claim or loss whatsoever arising from or relating to the decision to open an "In Trust For" account. We have no knowledge of or responsibility for the terms of any trust, whether written, verbal, implied or constructive.

Ownership – Formal Trust

For information on Formal Trust accounts please contact your Scotiabank branch.

Receiving automated payments from your Scotia Investment Account

The Bank of Nova Scotia is the dealer on your account if you're allowed to hold only cash, high interest savings, and Guaranteed Investment Certificates (GICs) in your account. Scotia Securities Inc. is your dealer if you're allowed to hold cash, high interest savings, GICs and mutual funds in your account. The automated payment rules are slightly different, depending on who your dealer is.

If The Bank of Nova Scotia is the dealer of your Investment Account

If The Bank of Nova Scotia is your dealer you may set up an automatic withdrawal that lets you receive scheduled cash payments. Your automated payments will be funded from the cash balance of your account in the currency you select. If you select Canadian dollar payments, the payment will be funded from the Canadian dollar cash portion of your account only. Similarly, U.S. dollar payments are funded from the U.S. dollar cash balance only.

If Scotia Securities Inc. is the dealer of your Investment Account

If Scotia Securities Inc. is your dealer you have a choice of how to fund your scheduled or periodic payments. You can either use our standard method or select the specific order for redeeming your investments yourself.

If you choose the standard option, we draw money for scheduled or periodic payments as follows:

- › first from the cash balance of your account,
- › then from the high interest savings balance,
- › then from all *cash equivalent mutual funds*, on a pro rata basis depending on market value,
- › then from all fixed-income mutual funds on a pro rata basis, depending on market value, and
- › then from all equity mutual funds on a pro rata basis, depending on market value.

If you select the order yourself you can choose between cash, high interest savings and mutual funds.

For example, suppose you make automated withdrawals of \$1,000 a month. Here is how we would redeem the holdings in a hypothetical account with a balance of \$9,750.

	Amount	Proportion
Up to \$5,000	10%	21%
Account balance	\$9,750.00	
Payment amount	\$1,000.00	

Investments before payments

Cash	\$1,000.00	10.26%
Cash equivalent mutual fund 1	\$6,000.00	61.54%
Cash equivalent mutual fund 2	\$2,750.00	28.21%

Total Investments \$9,750.00

We would fund the first payment like this:

Cash	\$1,000.00	
Cash equivalent mutual fund 1	\$00.00	
Cash equivalent mutual fund 2	\$00.00	
Total Payment \$1,000.00		

Investments after first payment

Cash	\$0.00	
Cash equivalent mutual fund 1	\$6,000.00	68.57%
Cash equivalent mutual fund 2	\$2,750.00	31.43%
Total Investments \$8,750.00		

We would fund the second payment like this:

Cash	\$0.00	
Cash equivalent mutual fund 1	\$685.70	(68.57% x \$1,000.00)
Cash equivalent mutual fund 2	\$314.30	(31.43% x \$1,000.00)
Total Payment \$1,000.00		

Investments after second payment

Cash	\$0.00	
Cash equivalent mutual fund 1	\$5,314.30	
Cash equivalent mutual fund 2	\$2,435.70	
Total Investments \$7,750.00		

We'll automatically sell the necessary number of units or investments to make the requested payments. Please note that we'll only fund payments from investments in the same currency.

You may realize a capital gain or a loss by selling the units. **If you withdraw more money than your fund is earning, you may eventually use up your investment.**

Payment amount, frequency and date

You may choose to receive your scheduled payments weekly, every two weeks, twice a month, monthly, every two months, quarterly, every four months, semi-annually or annually. We'll deposit it in your bank account at The Bank of Nova Scotia, or in your bank account at another financial institution, or we'll mail you a cheque.

You can change the amount, date, frequency and method of payment but you must make the request at least 14 days before the next cheque payment date or at least three days before the payment goes into your bank account.

If a payment is due at the beginning of January each year, it will be automatically delayed up to four days.

Holds on cheques deposited to Scotia Investment Account or Savings Accelerator

When you deposit a cheque into your Scotia Investment Account for which The Bank of Nova Scotia is a dealer or Savings Accelerator account, you may not always be able to access or cash the funds right away. We may hold funds for the hold period described in our policy. In some cases, a cheque may be returned after the hold period ends. Ultimately, you are responsible to us for any cheque you deposit that is returned to us, regardless of whether its hold period has expired.

In our holds policy, we define "cheque" to include negotiable items such as cheques, certified cheques, and bank drafts.

Hold periods

Whether we hold a cheque you deposit depends on how long you have dealt with the Scotiabank branch, the amount of money already in your account, and the amount and characteristics of the cheque.

Maximum hold periods are as follows. For these periods to apply, cheques must be undamaged and use magnetic ink that our deposit machines can recognize:

- › For cheques written from an account at a financial institution's branch in Canada:
- › 4 business days for Canadian dollar cheques
- › 9 business days for US dollar cheques
- › 19 business days for cheques from an account at a financial institution's branch in the US.
- › 29 business days for cheques from an account at a financial institution's branch outside Canada or the US.

Business day means regular weekdays only, excluding Saturdays, Sundays, and statutory federal holidays. The number of business days begins after the date of deposit.

We may extend the maximum hold period if we reasonably suspect illegal or fraudulent activity related to the account.

In some circumstances, we send cheques "on collection." This means the cheque amount will only be available in your account once Scotiabank has received the funds from the other financial institution.

Income tax on Scotia Investment Accounts

Different types of investments get different treatments for tax purposes. The following is a quick overview. It is not intended to be legal or tax advice and we make no representation with respect to Federal or Provincial income tax laws. *Please contact your own tax advisor for further details.*

Guaranteed Investment Certificate (GICs) and savings accounts

If you hold *Scotia* GICs, high interest savings, or cash in the Investment Cash portion of your account, the income you earn is taxable interest income. It is subject to tax in the year you receive it. If you don't receive it, it is subject to tax when it accrues.

For your Scotiabank Index Powered, Scotiabank Equity Powered, Accelerated-Rate and *The Ultimate Laddered*® GICs please refer to your fact sheets for further details.

For Scotiabank Market Linked GICs, please refer to the Disclosure Document for further details.

Mutual funds

Depending on the mutual fund you hold, the money you earn might be taxed as interest income, dividend income, or capital gains. Dividend income, capital gains and interest income may be taxed at different rates.

You could have a capital gain or loss when you sell units of your mutual funds. This includes when switching from one fund to another one you hold in your plan. The capital gain or loss is the difference between the selling price and the adjusted cost base of the units you sell.

Part 5 Your Investment Options

You've decided on an investment goal and opened a registered or non-registered account. The next step is to start investing!

Whatever your goals and whatever amount of risk you decide is appropriate for yourself, we have the investment products to suit. They range from cash deposits to high interest savings to Guaranteed Investment Certificate (GICs) to mutual funds.

Here's a closer look at the savings and investment options available.

Cash (Canadian and U.S. Currency)

Every *Scotia* Investment Account has a cash portion we use to process your investment purchases and sales.

We pay you interest on Canadian and U.S. currency in the cash portion of your account. We calculate interest daily, based on closing balance. This interest is paid to you at the end of every month. During a leap year, we pay you interest for the leap day.

The annual interest rate we use to calculate interest varies, based on the daily closing principal balance in your account. Interest rates are subject to change at any time. You can find the latest rates at www.scotiabank.com or at your branch.

You can hold U.S. currency in any of your accounts except the *Scotia* RESP and the *Scotia* RDSP.

High Interest Savings (Canadian Currency)

Scotiabank Savings Accelerator Account

Scotiabank Savings Accelerator Account uniquely offers you highly competitive, interest on both your Non-Registered and Registered savings. We calculate interest daily, based on your closing balance. This interest is paid to you at the end of every month. During a leap year, we pay you interest for the leap day. The annual interest rate we use to calculate interest varies, based on the daily closing balance in your account. Interest rates are subject to change at any time. You can find the latest rates at www.scotiabank.com or at your branch.

Scotiabank Savings Accelerator is only available in Canadian dollars and is issued by The Bank of Nova Scotia, Montreal Trust Company of Canada, National Trust Company and Scotia Mortgage Corporation. Scotiabank Savings Accelerator is not available in non-personal Investment Accounts, such as for businesses or estates. You may contact us to cancel your Scotiabank Savings Accelerator Account at any time without an additional fee or charge.

GICs – Scotia Guaranteed Investment Certificates

Guaranteed Income Certificates (GICs) are investments that pay you interest during or at the end of a set term while protecting your investment. GICs are eligible for CDIC Insurance to a maximum of \$100,000.

Scotiabank offers a full range of GIC investments for all plan types, including Cashable GICs, Non-Redeemable GICs, Personal Redeemable GICs, Non-Personal Redeemable GICs, and Scotiabank Market Linked GICs.

GIC Interest

Except for the Scotiabank Market Linked GICs, we pay interest on your GICs from the issue date up to, but not including the maturity date.

Interest is calculated and accrued daily. To calculate the daily interest, we divide the annual interest rate by 365. We multiply that figure by the GIC book value to determine how much interest to accrue. Interest is paid on maturity for Scotia GICs that do not pay interest during their term. For U.S. Dollar GICs, interest can be used on a year of 360 days (default) or 365 days.

During a leap year you earn interest on the leap day, and we pay it on the next interest payment date.

Scotia GICs that offer compound interest pay you interest on your interest. The interest payments are added to the GIC book value at the end of each compounding period – either annually or semi-annually. We pay compounded GIC interest on the maturity date.

Some Scotia GICs pay interest during their term. You may arrange to have this interim interest paid to your Scotiabank deposit account or your bank account at another financial institution. You can also choose to reinvest the interest in your Scotia Investment Account, or we can send a cheque payable to someone else you name. We'll even do any combination of these options.

Scotia GICs that pay interest during their term also make final interest payments at the end of the term, along with the return of your original investment. The final interest payment has the same payment options as the principal amount of your GIC.

If you choose to have your payments deposited to a bank account, we'll deposit the interim payments on the interest payment date and the final payment on the maturity date.

If you choose to receive your interest or maturity payment by cheque, we'll date the cheque for the actual payment due date but mail it approximately two weeks before the interest payment date or the maturity date. This applies to all GICs except for Scotiabank Market Linked GICs. We issue cheques for these a few days after their maturity

date. That is because we cannot determine the maturity value of the Scotiabank Market Linked GICs until their maturity dates.

If the maturity date falls on a Sunday, then the term of the GIC will be extended to the Monday and interest will be paid to that day.

The interest rate for your renewed GIC will be determined depending on when you give us your instructions:

- › If you give us instructions more than 10 calendar days prior to the maturity date to renew to a Cashable GIC (CAD) or Non-redeemable GIC (CAD or USD), your renewal fixed interest rate will be the rate prevailing one business day before the date of renewal. For all other GICs and all GICs held in Corporate or Commercial investment plans, it will renew at the fixed interest rate prevailing on the date of renewal.
- › If you give us renewal instructions 10 calendar days prior to the maturity date or later, the then-current fixed interest rate will be locked-in as your interest rate upon renewal.

GICs – Other Information

We report all your GIC holdings on your quarterly Personal Portfolio Statement. For your convenience the statements will indicate any GICs that will mature in the next three months.

If you want to renew your GIC, you can let us know any time up to the day before the maturity date. If your GIC has automatic renewal instructions and your instructions are to renew to a Cashable GIC (CAD) or Non-Redeemable GIC (CAD or USD), it will be renewed in accordance with your instructions and at the fixed interest rate prevailing one day before the date of renewal. For all other GICs and all GICs held in Corporate or Commercial plans, it will renew at the fixed interest rate prevailing on the date of renewal. However, if the specified GIC type and term is not being offered at the time of renewal, the proceeds will be re-invested to cash. You may contact us to cancel the renewal up to 10 business days following the renewal date. If your current instructions are to pay by cheque you must provide renewal instructions at least 13 business days prior to the maturity of your GIC. If your current instructions are to pay to a bank account, you must provide renewal instructions at least 4 business days (when payment is going to another financial institution) or 2 business days (when payment is going to a Scotiabank account) prior to the maturity of your GIC.

If you have not given us any maturity instructions, they will be defaulted as follows and can be changed at any time up to one day before the maturity date:

- › Non-Redeemable GICs (CAD/USD) will renew to the same GIC type and term
- › Cashable GICs (CAD) will renew to the same GIC type and term

- › Non-Redeemable Special Rate GICs (CAD) will be deposited to the cash section of your investment account (CAD)
- › Personal Redeemable GICs (CAD) will be deposited to the cash section of your investment account (CAD)
- › Non-Personal Redeemable GIC (CAD/USD) will be deposited to the cash section of your investment account (CAD)
- › Non-Personal USD Cashable GIC will be deposited to the cash section of your investment account (USD)

We can transfer all Scotia GICs to another Scotia Investment Account you own or to your Scotia Tax-Free Savings Account. We can also transfer Scotia GICs from your Scotia Investment Account to a Scotia Investment Account owned by someone else, as well as to someone else's Scotia Tax-Free Savings Account. We can accommodate Scotia GIC transfers from a non-registered investment account to an RRSP and Spousal RRSP if the owners are the same. We can accommodate other limited transfers as well. However, we may decline to accommodate any requested transfer. GICs with the equal payment option and equity linked GICs cannot be transferred.

There is no interest rate penalty when you cash in all or part of your GIC to make scheduled RRIF, LIF, PRIF, LRIF or RLIF payments.

Non-Redeemable GICs

You can hold Non-Redeemable GICs in both Scotia Investment Accounts and Scotia Registered Accounts. They're available in both U.S. and Canadian currency. Scotia Non-Redeemable GICs cannot be fully or partially redeemed before maturity unless the owner dies. In these cases, we'll pay all accrued interest. You may contact us to cancel Non-Redeemable GICs up to 10 business days following the issue date.

Interest rates are fixed for the term you select. The rate you receive depends on factors such as the amount you invest, the term you select and the interest payment frequency you choose.

Term and interest payment options:

GIC Type	Minimum Investment	Available Terms	Interest Payment Frequency
Non-Redeemable Canadian Dollar	\$500	1-10 years	Annually or semi-annually. At maturity, if annual or semi-annual compounding
	\$5,000	1-10 years	Monthly
Non-Redeemable U.S. Dollar	\$500	30-364 days	At maturity
	\$500	1-10 years	Annually
	\$500	30-364 days	At maturity
	\$100,000	1-29 days	At maturity

If your GIC pays interest semi-annually, you may choose to receive the same amount each time interest is paid. For interest paid monthly, you may select to have the interest paid in equal amounts each month, and in addition, you may choose to have the interest paid on any day during the month. The last interest payment you receive may not be an equal payment if the first interest payment date is adjusted.

Only existing Non-Redeemable GICs are eligible to blend and extend into regular term GICs.

You cannot hold U.S. dollar Scotia Non-Redeemable GICs in your Scotia RESP, Scotia RDSP, Scotia Registered Retirement Savings Account, or Scotia Registered Income Accounts.

Cashable GICs

Cashable GICs give you the option of cashing in your investment at your convenience. They may be a good choice if you want your money to be available for other opportunities.

You can hold Scotia Cashable GICs in your Scotia Investment Account and your Scotia Registered Account.

Scotia Cashable GICs are available in Canadian currency for all customers and are available in both Canadian and U.S. dollar currency for business clients. Scotia Cashable GICs available in Canadian currency are issued by The Bank of Nova Scotia, Montreal Trust Company of Canada and National Trust Company. Scotia Cashable GICs available in U.S. dollar currency are only issued by The Bank of Nova Scotia.

Term and interest payment options:

GIC Type	Minimum Investment	Available Terms	Interest Payment Frequency
Cashable	\$500	1 year	At Maturity
Cashable	\$5,000	1 year	Monthly

The term of Cashable GICs is initially 30 days and extends daily thereafter until earlier of (i) the date on which you redeem the Cashable GIC either partially or wholly and (ii) the Final Maturity Date, expressed as “Maturity Date” in your Investment Direction form and in your quarterly Personal Portfolio Statement. The term of the non-redeemed portion of any partially redeemed GIC will continue to extend daily. We will not provide any communication with respect to an extension occurring as a result of the foregoing.

You can cash in Scotia Cashable GICs at any time. However, if you redeem your Scotia Cashable GIC before the completion of 30 calendar days from the issue date (inclusive), no interest will be paid. You may contact us to cancel Cashable GICs up to 10 business days following the issue date. The minimum withdrawal amount is \$500 and the remaining balance after a withdrawal must be at least \$500.

Personal Redeemable GICs

Scotia Personal Redeemable GICs are similar to Cashable GICs, except they are available only to personal banking customers. Personal Redeemable GICs give customer the potential to earn a higher interest rate, the longer the funds remain invested in the GICs. They're available only in Canadian dollars.

Personal Redeemable GICs can be issued by The Bank of Nova Scotia, Montreal Trust Company of Canada, National Trust Company or Scotia Mortgage Company. Interest rates are fixed for the term you select.

Term and interest payment details:

GIC Type	Minimum Investment	Available Terms	Interest Payment Frequency
Personal Redeemable GIC	\$500	Depends on the terms being offered	Annually

The term of Personal Redeemable GICs is initially 1 day and extends daily thereafter until earlier of (i) the date on which you redeem the Personal Redeemable GIC either partially or wholly and (ii) the Final Maturity Date, expressed as “Maturity Date” in your Investment Direction form and in your quarterly Personal Portfolio Statement. The term of the non-redeemed portion of any partially redeemed GIC will continue to

extend daily. We will not provide any communication with respect to an extension occurring as a result of the foregoing.

Non-Personal Redeemable GICs

Non-Personal Redeemable GICs are similar to Cashable GICs, except they are available only to sole proprietorships, partnerships, incorporated and unincorporated businesses, Municipalities, Universities, Schools, Hospitals and Aboriginal organizations (MUSHA), fraternities, associations and organizations. You can hold these Redeemable GICs in a Scotia Investment Account, under a Non-Registered Savings, Non-Personal Plan.

Redeemable GICs are available for business clients in both Canadian and U.S. dollar currencies.

Redeemable GICs in Canadian currency are issued by The Bank of Nova Scotia, Montreal Trust Company of Canada and National Trust Company while Redeemable GICs available in U.S. Dollar currency are issued only by The Bank of Nova Scotia.

Interest Rates are fixed for the term you select. The chart below shows the terms, minimum investment amount and payment frequency options available for Non-Personal Redeemable GICs.

Currency	Minimum Investment*	Available Terms	Interest Payment Frequency
Canadian Dollar and U.S. Dollar	\$100,000	1 day – 5 years*	Monthly, Semi-Annual, Annual or At Maturity (dependent on the GIC term selected)

**subject to change at the discretion of Scotiabank:*

If your Redeemable GIC pays interest semi-annually, you may choose to receive equal amounts of interest each time interest is paid. For interest paid monthly, you may select to have the interest paid in equal amounts each month. In addition, you may choose to have the interest paid on any day during the month.

Scotia Redeemable GIC Funds can be fully or partially redeemed prior to maturity. If you want to redeem your entire Redeemable GIC early, we calculate interest using an early redemption interest rate provided at the time of purchase. Your investment advisor can also give you the redemption rates. When the Scotia Redeemable GICs are partially redeemed before maturity, the requested redemption amount will be comprised of both the principal and interest accrued to date, calculated based on the early redemption interest rate and is subject to holdback, as applicable.

Interest holdback is applied when the Scotia Redeemable GIC is redeemed prior to maturity and accrued interest has already been paid on the GIC. It is defined as the difference between paid interest accrued at the maturity rate and interest that should have accrued at the early redemption rate. If needed, your Scotia investment advisor will be able to provide you with more information on early redemption.

For more information

If you need further information about the Guaranteed Income Optimizer, please refer to the applicable Fact Sheets on www.scotiabank.com. The Ultimate Laddered GIC, Accelerated-Rate GIC and the Scotia GIC with Flex are no longer offered.

For Scotiabank Market Linked GICs, please refer to the Disclosure Document for further details.

Mutual Funds

SSI will restrict their mutual fund recommendations for your account to the ScotiaFunds described below. SSI representatives may also make recommendations for your account in Dynamic Funds described below. Your representative will be able to explain to you whether or not recommendations will include the ScotiaFunds only or may include also the Dynamic Funds.

SSI reserves the right on an ongoing basis to determine the specific products, investments, unit classes and commission structures that it will sell or support.

ScotiaFunds®

ScotiaFunds are managed by 1832 Asset Management L.P. and are available from SSI. SSI and the general partner of 1832 Asset Management L.P., a limited partnership, are wholly owned by The Bank of Nova Scotia. Part of 1832 Asset Management L.P.'s responsibility is to oversee the Portfolio Advisors who make the day-to-day investment decisions for the ScotiaFunds portfolios. It utilizes several different Portfolio Advisors, selecting investment management companies that have the core competencies required to manage complex investment portfolios.

ScotiaFunds offer a range of cash, fixed income and equity mutual funds that incorporate an active or passive portfolio management approach as well as a growth, value or a blend investment style.

ScotiaFunds also offer a suite of balanced investment solutions to help you achieve your long-term goals.

Dynamic Funds

SSI representatives may also recommend that you invest in Dynamic Funds, in addition to or instead of investing in ScotiaFunds. The Dynamic Funds are also managed by 1832 Asset Management L.P. in the same way as described above for the ScotiaFunds.

Securities of Mutual Funds Transferred into Your Account

You may wish to open a SSI account by transferring over securities in publicly offered mutual funds that you already own. SSI can accommodate this, but will review your holdings with you to determine whether they remain suitable for you having regard to the characteristics of these funds and your financial and personal circumstances. As an accommodation, you may be able to continue to hold these funds, but SSI will not be able to process any new investment into these funds. SSI may recommend you redeem these funds, generally over time, and invest the proceeds into ScotiaFunds.

SSI cannot accommodate transfers in of labour sponsored investment funds (LSIF), hedge funds, exchange-traded funds, segregated funds e.g. (GIF) guaranteed investment funds.

Part 6 Managing Your Account

Setting up Pre-Authorized Contributions (PACs):

You can make lump sum contributions to your Scotia accounts, but for many people, a better way to invest is to make automatic pre-authorized contributions on a regular basis. This will help you to build your regular savings or reach your goals quickly.

If your regular contributions are in Canadian dollars, they can come from your chequing or savings account at any financial institution. If you're dealing in U.S. dollars, the money can only come from your Scotia U.S. Dollar Daily Interest account.

When you invest in Guaranteed Investment Certificate (GICs), you'll have to tell us how to invest your funds. Otherwise the pre-authorized contributions will remain as cash.

When you invest in mutual funds, you can tell us how you want your contributions shared among the funds in your account. You can either specify a percentage of the total contribution or a dollar amount.

1832 Asset Management L.P., as the manager of the ScotiaFunds and the Dynamic Funds sets minimum deposit amounts. These can be found in the Simplified Prospectus and Fund Facts for each mutual fund.

You may choose to make your scheduled contributions weekly, every two weeks, twice a month, monthly, every two months, quarterly, every four months, semi-annually or annually. We'll debit your bank account at The Bank of Nova Scotia, or your bank account at another financial institution. Please ensure that your bank account has sufficient funds on the day before the pre-authorized contribution deposit date. For contributions coming from another financial institution, we reserve the right to place a hold on the mutual funds or GICs purchased for up to five (5) business days to ensure that the debit from your bank account has been completed.

Issuing tax slips for your investments

We'll send you the following tax slips annually, depending upon your investments.

Scotia Registered Accounts (With the Exception of RESP, RDSP, FHSA and TFSA)

T4 slips (e.g. T4RSP / T4RIF) are issued to Canadian residents (RL-2 for Québec residents) for any payments or withdrawals you make from your registered plans during the calendar year.

Scotia Registered Education Savings Plans (RESP)

T4A (RL-1 for Québec residents) slips are issued to subscribers who receive Accumulated Income Payments during the calendar year.

T4A (RL-1 for Québec residents) slips are issued to Canadian resident beneficiaries and NR4 slips are issued to non-resident beneficiaries who receive Educational Assistance Payments during the calendar year.

Scotia Registered Disability Savings Plans (RDSP)

T4A slips are issued to beneficiaries who receive bond, grant or investment income payments from their Registered Disability Savings Plan (RDSP) during the calendar year.

Scotia Investment Account – Cash and High Interest Savings

T5 slips are issued to Canadian residents (RL-3 to Québec residents) for interest income earned during the calendar year. These tax slips are issued by either The Bank of Nova Scotia or by Scotia Securities Inc., depending on which one is your dealer.

Non-Registered Scotia GICs

T5 slips are issued to Canadian residents (RL-3 for Québec residents) for the interest earned during the calendar year. There are separate tax slips for each type of currency account and each issuer. The issuers are:

- › The Bank of Nova Scotia
- › Scotia Mortgage Corporation
- › National Trust Company
- › Montreal Trust Company of Canada.

Transfer of ownership

If there has been a transfer of ownership for investment cash, high interest savings, simple or compound interest, GICs or mutual funds, we'll issue two tax slips. The first tax slip will be issued in the name of the account holder who is giving up the account. It will include all earnings paid up to and including the date of the transfer. The second tax slip will be issued to the new owner. It will include the earnings from the date of the transfer until the end of the calendar year.

Non-registered mutual funds

T3 slips may be issued to Canadian residents (RL-16 slips for Québec residents). These will show interest, dividend and capital gains information. 1832 Asset Management L.P., as the manager of the ScotiaFunds and the Dynamic Funds, and the mutual fund company that manages any other mutual fund you own, is responsible for issuing tax slips.

If you're a non-resident owner of a *Scotia* Investment Account holding investment cash, high interest savings, *Scotia* GICs or mutual funds, you'll receive an NR4 slip. This shows the amount of any income tax that has already been withheld on any income that was earned from investments.

T5008 (Statement of Securities Transactions) slips may also be issued.

Scotia First Home Savings Account (FHSA)

T4FHSA slips (RL-32 for Quebec residents) are issued to plan holders by the end of February each year indicating any contributions, RRSP/ Spousal RRSP transfer-ins, qualifying withdrawals, taxable withdrawals (including tax deducted), designated withdrawals and designated transfers-outs in the previous calendar year.

If applicable, FHSA beneficiary distributions received, amounts deemed received on FHSA cessation and Security for loan information will also be indicated on the slips.

Unlike RRSP, no contribution receipts would be issued for contributions made into FHSA therefore customers will use the tax slips issued to claim tax deductions on their income tax returns.

Scotia Tax-Free Savings Account (TFSA)

Tax slips are not issued for interest, capital gains, payments or withdrawals from your *Scotia* Tax-Free Savings Account.

Tax reporting after the death of a Registered Account holder/annuitant:

When the last holder of a Registered Account dies, the trust continues to be tax-exempt until:

- › the end of the year following the year of death of the last account holder, or
- › the date the trust ceases to exist, whichever comes first.

During this period, any payment of income earned after the date of death from the trust to the deceased's estate or to another beneficiary will be included in the recipient's income for the year it's received.

If the trust still exists at the end of the exempt period, it will become taxable from that point forward and a T3RET, T3 Trust Income Tax and Information Return will have to be filed, each year that it continues to exist. In its first taxable year, the trust must also include any income or gains that were earned after death but not paid out to beneficiaries during the exempt period.

Non-resident tax section

Scotia Investment Accounts

If you're a non-resident of Canada, the return on high interest savings, *Scotia* GICs and mutual funds may be subject to 25% non-resident

withholding tax. This tax rate may be reduced by a Tax Treaty between Canada and the country in which you're a resident for tax purposes. You are not generally entitled to any reimbursement of withholding taxes you pay.

Scotia Registered Income Accounts

If you're a non-resident of Canada, you have to pay 25% withholding tax on any payments. The rate of withholding may be reduced depending on your country of residence and whether it has a Tax Treaty with Canada. Amounts above a prescribed threshold (periodic pension payment) do not generally qualify for a reduced withholding tax rate.

Reduced Withholding Tax Rate

To qualify, you must certify that you're eligible for the reduced treaty rate. You'll need to re-certify whenever we ask. If you fail to certify or re-certify we'll apply the 25% withholding tax.

If there is any discrepancy because of a change in withholding rates the correct tax will be determined by the Canada Revenue Agency when you file your personal tax return.

Alternatively, you may be eligible to claim a refund. Please contact your own tax advisor for further details.

Large Cash Transaction Report

There are other requirements that might prompt the Bank to ask you for more information about the transaction you are conducting. For instance, you may be asked whether you are acting on behalf of a third party while conducting your transaction.

Accessing your investments online or by phone

Your branch and your Scotiabank representative can provide you with products, services and assistance. You can also get access to your investments through *Scotia OnLine* Financial Services and through our contact centres where you can do any of the following:

- › buy ScotiaFunds for RRSPs and Non-Registered accounts
- › open a new *Scotia* Investment Account under The Bank of Nova Scotia for your non-registered cash, high interest savings, and eligible GIC holdings
- › open a new *Scotia* Investment Account through Scotia Securities Inc. for your non-registered cash, high interest savings, GIC and mutual fund holdings
- › open a new *Scotia* Registered Account through Scotia Securities Inc. for your registered cash, high interest savings, GIC and mutual fund holdings

- › buy *Scotia* GICs, with the exception of Scotiabank Indexed Powered GICs, Scotiabank Equity Powered GICs and Scotiabank Market Linked GICs, and hold them in your Scotia Investment Account or your *Scotia* Registered Account
- › review your *Scotia* Investment Account and *Scotia* Registered Account details, including the total account balance, the balance held in the account and the balance of all the *Scotia* high interest savings, GICs and mutual funds you hold
- › make transfers between the ScotiaFunds if you hold them in the same account
- › place or change renewal instructions for your maturing *Scotia* GIC (with the exception of Scotiabank Indexed Powered GICs, Scotiabank Equity Powered GICs and Scotiabank Market Linked GICs)
- › set up an automatic pre-authorized contributions to account cash, high interest savings, and ScotiaFunds
- › apply for a *Scotia* RSP Catch Up[®]-Line of Credit to “top-up” your *Scotia* RSP.

You can use TeleScotia[®] to obtain information about your Investment Account Balances and transfer your call to a financial planner who will be happy to assist you in any way they can.

You can call any time to register. For mutual fund investments call **1-800-268-9269** (English), or **1-800-387-5004** (French) (Monday to Friday, 8:00 am - 8:00 pm EST; after hours voicemail). For other investments call **1-800-575-8888** (Monday to Friday 9:00am - 8:00pm EST, after hours voicemail). You can also visit our website at www.scotiabank.com and choose *Scotia OnLine* Financial Services.

Part 7 Fees For Your Account

We charge fees for many of the accounts and services that we offer, as outlined in this section. We may deduct these fees directly from your account.

We may change any of the features associated with your *Scotia* Investment Account or your *Scotia* Registered Account or the investments you hold within them. If we make such changes, or if we increase any fee that applies to your plan or investments, we'll let you know in advance.

If required, we'll also display notices of the change in our branches and on our ABMs 60 days before making the change. If you're not satisfied with the change, you may switch to any other plan or investment we offer, or you may close your plan or withdraw your investments up to 90 days after the effective date of the change. On request, for any fees that you have paid we'll refund the difference between our old and new fees.

If Scotia Securities Inc. is the dealer of your account you will be provided with, at least, 60 days written notice of any new or increased operating charge or account fee.

When you invest in mutual funds, like the ScotiaFunds, you should know that mutual funds pay a management fee to their manager (1832 Asset Management L.P. in the case of the ScotiaFunds) as compensation for the management and other services provided by the manager to the mutual funds. A portion of the management fee paid to 1832 Asset Management L.P. as manager of each mutual fund in which you invest may be paid by the manager to Scotia Securities Inc. in the form of a trailing commission. Please see further the discussion about fees and expenses of mutual funds in Part 11 of this Booklet.

Fees for your *Scotia* Registered Retirement Savings Account (*Scotia* RSP, LIRA, LRSP, RLSP)

If The Bank of Nova Scotia is the dealer of your account

- › \$50 for an eligible withdrawal from your *Scotia* Registered Retirement Savings Account
- › \$150 for a transfer from your *Scotia* Registered Retirement Savings Account to a financial institution that is not a member of Scotiabank
- › Free – transfer to a member company within Scotiabank

If Scotia Securities Inc. is the dealer of your account

- › \$50 for an eligible withdrawal from your *Scotia* Registered Retirement Savings Account
- › \$150 for a transfer from your *Scotia* Registered Retirement Savings Account to a financial institution that is not a member of Scotiabank
- › Free – transfer to a member company within Scotiabank

Fees for your Scotia Registered Income Account (Scotia RIF, LRIF, LIF, PRIF, RLIF)

If The Bank of Nova Scotia is the dealer of your account

- › Free – all regularly scheduled payments from your Scotia Registered Income Account
- › \$50 for each additional withdrawal [Tip: Ask instead to change your regular scheduled payments. There is no limit to the number of changes you can make in a year]
- › \$150 for a transfer from your Scotia Registered Income Account to a financial institution that is not a member of Scotiabank
- › Free – transfer to a member company within Scotiabank
- › \$50 if you close your Scotia Registered Income Account

If Scotia Securities Inc. is the dealer of your account

- › Free – all regularly scheduled payments from your Scotia Registered Income Account
- › \$50 for each additional withdrawal
- › \$150 for a transfer from your Scotia Registered Income Account to a financial institution that is not a member of Scotiabank
- › Free – transfer to a member company within Scotiabank
- › \$50 if you close your Scotia Registered Income Account.

Fees for your Scotia Tax-Free Savings Account

If The Bank of Nova Scotia is your dealer

- › \$150 for a transfer from a TFSA to financial institution that is not a member of Scotiabank
- › Free – transfer to a member company within Scotiabank

If Scotia Securities Inc. is your dealer

- › \$150 for a transfer from your TFSA to financial institution that is not a member of Scotiabank
- › Free – transfer to a member company within Scotiabank

Fees for your Scotia RESP

- › \$150 for a transfer from your Scotia RESP to another financial institution that is not a member of Scotiabank
- › Free – transfer to a member company within Scotiabank

Fees for your High Interest Savings

Scotiabank Savings Accelerator Account

- › \$5 service charge for an in-branch transfer to your Day-to-Day bank account from either a Non-Registered account or TFSA

Fees for your Scotia RDSP

- › \$150 administrative fee to transfer your plan to another financial institution
- › Free – transfer to a member company within Scotiabank

Fees for your Scotia First Home Savings Account (Scotia FHSA)

If The Bank of Nova Scotia is the dealer of your account

- › \$50 for a non-qualifying withdrawal from your Scotia First Home Savings Account
- › \$150 for a transfer from your Scotia First Home Savings Account to a financial institution that is not a member of Scotiabank
- › Free – transfer to a member company within Scotiabank

If Scotia Securities Inc. is the dealer of your account

- › \$50 for a non-qualifying withdrawal from your Scotia First Home Savings Account
- › \$150 for a transfer from your Scotia First Home Savings Account to a financial institution that is not a member of Scotiabank
- › Free – transfer to a member company within Scotiabank

Fees for your Scotia GICs

There are no fees on Scotia GICs. However, a lower interest rate may apply to permitted redemptions that are made prior to the maturity date.

Federal and Provincial Sales Tax

All Scotia Securities Inc. dealer fees are subject to applicable federal, provincial and/or harmonized sales taxes.

Other Fees

Wire transfer fees (outgoing/incoming) and other banking fees may apply. For more information, please go to Account Fees at a Glance (<https://www.scotiabank.com/ca/en/personal/bank-accounts/fees.html>) or the Day-to-Day Banking Companion Booklet (https://www.scotiabank.com/content/dam/scotiabank/canada/en/documents/chequing-&-savings/day-to-day_banking_companion_booklet.pdf), Part 9 Other Banking Services, Fees, and Rewards.

Part 8 CDIC Protecting Your Deposit

April 2023



Protecting your deposits

Canada Deposit Insurance Corporation (CDIC) is a federal Crown corporation that insures more than \$1 trillion in deposits held in member institutions. CDIC is fully funded by our members and coverage is free and automatic – you don't have to sign up.

CDIC protects eligible deposits in Canadian and foreign currency for up to \$100,000 (Canadian dollars) in each of CDIC's insurance categories.

What's covered?

- Deposits in Canadian or foreign currency (including via payroll, Interac e-transfer, or cheque)
- Guaranteed Investment Certificates (GICs)
- Other term deposits

What's not covered?

- Mutual funds
- Stocks and bonds
- Exchange Traded Funds (ETFs)
- Cryptocurrencies

Example: Jane Doe has placed the following funds at a CDIC member institution. Here's what does ✓ and does not ✗ qualify for CDIC coverage:

\$ 40,000 in a GIC ✓
 \$ 25,000 in a savings account ✓
 \$ 25,000 in a chequing account ✓
 \$ 130,000 in mutual funds ✗
 \$220,000 = Total Portfolio
 \$ 90,000 = Total Eligible Deposits
 \$ 90,000 = Total Deposits Protected by CDIC

Jane's GIC, savings and chequing accounts are in her name only and all qualify for CDIC coverage within the same coverage category (deposits held in one name). As a result, total amounts in these accounts are combined and are insured for up to a total of \$100,000 in the event of a member institution's failure.

A word about financial service providers, products and deposit protection

CDIC deposit insurance may be available for eligible financial products offered by a CDIC member, another financial institution, a broker, a third-party financial service provider (for example, a financial technology company), or other providers. To find out if your deposits are protected by CDIC, speak to your financial service provider.

What happens if a CDIC member fails?

In the unlikely event of failure of a CDIC member institution, CDIC provides access to insured funds (including interest) within days. It's automatic – we will contact you.

What you can do

- Know what is covered and what is not
- Keep your address, phone number and email up-to-date at your financial institution
- Ask your broker or financial advisor about CDIC's rules for deposits held in trust including keeping up-to-date beneficiary information

Want to know more?

Visit our website
 cdic.ca

Call us
 1-800-461-2342

Follow us

Canada

This document contains general information and is not intended as legal or financial advice.

Part 9 Resolving Your Complaint

The information in this brochure explains who to contact, Scotiabank's process, and the steps to take, including available channels, should you wish to move forward with a complaint. Please reach out to a Bank representative during this process if you would like a status update at any time.

Pathways to Complaint Resolution

Talk to us

As a first course of action, please contact your Bank Representative, visit the Branch or reach out to the Contact Centre (1-800-4SCOTIA or 1-800-472-6842).

If the first person you speak with is not able to resolve your complaint, please ask to speak directly to a manager, who may be able to resolve many issues that arise.

Upon expressing a complaint to the Bank, you will receive a written acknowledgment including a case number and a copy of Scotiabank's complaint handling process. You may also receive communication at the conclusion of your complaint.

Contact the Escalated Customer Concerns Office (ECCO)

If your complaint is not resolved after 14 days, it will be escalated to the Escalated Customer Concerns Office (ECCO). You may also request escalation at any time during the 14 days or if you are dissatisfied with the response provided. Upon escalation, a communication will be sent informing you of the updated point of contact.

We aim to resolve each case as quickly as possible; however, should this exceed 56 days, you will receive a notification. When your case is concluded at the ECCO, you will be sent communication outlining the Bank's response.

E-mail escalatedconcerns@scotiabank.com

Mail Escalated Customer Concerns Office
 44 King Street West Toronto, ON M5H 1H1

Phone English 1-877-700-0043 (in Toronto 416-933-1700)
 French 1-877-700-0044 (in Toronto 416-933-1780)

Still not Resolved?

Contact the Customer Complaints Appeals Office (CCAO)

If you are not satisfied following the investigation by the Escalated Customer Concerns Office, you may submit your complaint in writing to the Customer Complaints Appeals Office (CCAO). The CCAO provides an impartial review of customer complaints upon request of the customer.

We aim to resolve each case as quickly as possible; however, should this exceed 56 days, you will receive a notification. When your case is concluded at the CCAO, you will be sent communication outlining the Bank's response.

E-mail ccao@scotiabank.com
 Mail Customer Complaints Appeals Office
 44 King Street West Toronto, ON M5H 1H1
 Phone 1-800-785-8772

You may contact the external complaints body for banking complaints

The Ombudsman for Banking Services and Investments (OBSI) has been designated as the single external complaints body for banking in Canada. OBSI is responsible for providing a fair and impartial review of unresolved banking complaints.

You may choose to contact OBSI if there has been no response from Scotiabank within 56 days of your complaint or if you are not satisfied with the outcome provided by the Customer Complaints Appeals Office (CCAO).

Web site www.obsi.ca
 E-mail ombudsman@obsi.ca
 Mail Ombudsman for Banking Services and Investments (OBSI)
 20 Queen Street West, Suite 2400
 P.O. Box 8
 Toronto, Ontario M5H 3R3
 Phone 1-888-451-4519
 Fax 1-888-422-2865

You may contact the Financial Consumer Agency of Canada (FCAC)

The Financial Consumer Agency of Canada supervises all federally regulated financial institutions, which includes banks, (financial institutions), for compliance with federal consumer protection laws. Financial institutions are legally required to have a complaint-handling process in place. If you have a problem with a financial product or service, you may file a complaint with the responsible financial institution directly.

If you are not satisfied with how your complaint has been handled or 56 days has passed since you made your complaint, you can escalate the complaint to the following external complaints body:

Ombudsman for Banking Services and Investments (OBSI)

Web site www.obsi.ca

If you want to know your rights or need information about the complaint-handling process of a financial institution, you may contact

FCAC by online form, mail, or telephone. FCAC uses information from consumer enquiries to support its mandate.

Web site www.canada.ca/fcac
 Online form www.canada.ca/en/financial-consumer-agency/corporate/contact-us.html
 Mail Financial Consumer Agency of Canada
 427 Laurier Avenue West, 5th Floor
 Ottawa ON K1R 7Y2
 Phone: For service in English: 1-866-461-FCAC (3222)
 For service in French: 1-866-461-ACFC (2232)
 For calls from outside Canada: 613-960-4666
 Teletypewriter (TTY) 1-866-914-6097 / 613-947-7771
 Video Relay Service FCAC welcomes Video Relay Service (VRS) calls. You do not need to authorize the relay service operator to communicate with FCAC.
 Visit: <https://srvcanadavrs.ca/en/> to learn more.

If Scotia Securities Inc. is the Dealer of your Account

Scotia Securities Inc. (SSI) Customer Complaint Information

Customers of SSI who are not satisfied with an investment product or service have a right to make a complaint and to seek resolution of the problem. SSI has a responsibility to its customers to ensure that all complaints are dealt with fairly and promptly. If you have a complaint, these are some initial steps you can take:

Contact your branch. Explain your complaint to a Mutual Fund Representative or the Branch Manager.

- › Contact SSI. SSI is responsible for supervising the activity of its representatives to ensure they comply with regulatory requirements. SSI will investigate your complaint and respond back to you with the results of its investigation, in most cases, within 90 days of receipt of the complaint (and within 60 days if you are a resident of Quebec). It is helpful if your complaint is in writing.

Complaints concerning SSI may be sent by customers directly to:

Mail 4 King Street W, 12th Floor, Toronto
 Ontario, Canada M5H 1B6

E-Mail ssi_complaints@scotiabank.com

For Québec residents:

Mail Scotia Securities Inc., Compliance Department
 715 Square Victoria, RC1 Montreal, Québec H2Y 2H7

Fax 514-499-5316

If you are not satisfied with the response to your complaint from SSI, you may contact the Customer Complaints Appeals Office.

Mail Customer Complaints Appeals Office
44 King Street West Toronto, Ontario M5H 1H1

Fax 1-866-787-7061

E-Mail ccao@scotiabank.com

Telephone 1-800-785-8772 (in Toronto 416-933-3299)

- › If you are a resident of Québec and you are not satisfied with the response to your complaint from SSI, you may ask SSI to send a copy of your file to the Autorité des marchés financiers (AMF). You will need to complete the “Request for the Transfer of a File” form which is available on the AMF website at www.lautorite.qc.ca. The AMF studies all files received and may recommend mediation. For more information, Contact the AMF by telephone at (418) 525-0337 (in Québec), or toll free at 1-877-525-0337
- › Contact the Canadian Investment Regulatory Organization (“CIRO”), which is the self-regulatory organization in Canada to which SSI belongs. CIRO investigates complaints about mutual fund dealers and their representatives, and takes enforcement action where appropriate, but it does not order compensation or restitution. You may make a complaint to CIRO at any time, whether or not you have complained to your mutual fund dealer. CIRO can be contacted:

Internet	Complete the on-line complaint form at www.ciro.ca
Telephone	1-877-442-4322
E-Mail	info@ciro.ca
Mail	40 Temperance Street, Suite 2600, Toronto, ON M5H 0B4
Fax	1-888-497-6172

Compensation:

The Canadian Investment Regulatory Organization (CIRO) does not order compensation or restitution to customers of Members. CIRO exists to regulate the operations, standards of practice and business conduct of its Members and their representatives with a mandate to enhance investor protection and strengthen public confidence in the Canadian mutual fund industry. If you are seeking compensation, you may consider the following:

Ombudsman for Banking Services and Investments (“OBSI”): After the dealer’s Compliance Department has responded to your complaint, you may contact OBSI. You may also contact OBSI if the dealer’s Compliance Department has not responded within 90 days (and within 60 days if you are a resident of Quebec) of the date you complained. Please note that you have 180 calendar days to bring your complaint to OBSI after receiving the dealer’s response. OBSI provides an independent and impartial process for the investigation and resolution of complaints about the provision of financial services to customers. OBSI can make a

non-binding recommendation that your firm compensate you (up to \$350,000) if it determines that you have been treated unfairly, taking into account the criteria of good financial services and business practice, relevant codes of practice or conduct, industry regulation and the law. The OBSI process is free of charge and is confidential. OBSI can be contacted:

Telephone 1-888-451-4519 (in Toronto 416-287-2877)

E-Mail ombudsman@obsi.ca

Legal Assistance: You may consider retaining a lawyer to assist with the complaint. You should be aware that there are legal time limits for taking civil action. A lawyer can advise you of your options and recourses. Once the applicable limitation period expires, you may lose rights to pursue some claims.

Manitoba, New Brunswick and Saskatchewan: Securities regulatory authorities in these provinces have the power to, in appropriate cases, order that a person or company that has contravened securities laws in their province pay compensation to a claimant. The claimant is then able to enforce such an order as if it were a judgment of the superior court in that province. For more information, please visit:

Manitoba	www.msc.gov.mb.ca
New Brunswick	www.nbsc-cvmnb.ca
Saskatchewan	www.fcaa.gov.sk.ca

Québec: If you think you are a victim of fraud, fraudulent tactics or embezzlement, you can contact the AMF to see if you meet the eligibility to submit a claim to the Fonds d’indemnisation des services financiers (“Financial Services Compensation Fund”). An indemnity up to \$200,000 can be payable through monies accumulated in the fund for an eligible claim. For more information, please visit www.lautorite.qc.ca.

Scotia Securities Inc. Complaint Handling Procedures Summary

Scotia Securities Inc. (SSI) has procedures in place to handle written or verbal complaints received from customers in a fair and prompt manner. This is a summary of those procedures. It is provided to new customers and customers who have made a complaint. We provide to new customers the Scotia Securities Inc. Customer Complaint Information (“CCI”) document (included in the previous section of this booklet). Customers who complain are provided with a separate Scotia Securities Inc. Customer Complaint Information (“CCI”) document. The CCI provides general information about options for making a complaint.

How to Make a Complaint with SSI

Customers wishing to complain to SSI may make their complaint to our Head Office by contacting the SSI Compliance Department or to a Branch Manager at any branch (see the CCI). All complaints are reviewed by

SSI. We encourage customers to make their complaint in writing, where possible. Where customers have difficulty putting their complaint in writing, they should advise us so that we can provide assistance. For confidentiality reasons, we will only deal with the customer or another individual who has the customer's express written authorization to deal with us.

Complaint Handling Procedures

We will acknowledge receipt of complaints promptly, generally within five days. We review all complaints fairly, taking into account all relevant documents and information obtained from the customer, our records, our sales representatives, other staff members and any other relevant source. Once our review is complete we provide customers with our response, which will be in writing if the complaint was made in writing. Our response may be an offer to resolve your complaint, a denial of the complaint with reasons or another appropriate response. If we offer you a financial settlement, we may ask you to sign a release and waiver for legal reasons. Where the complaint relates to certain serious allegations, our initial acknowledgement will include copies of this summary and the CCI. Our response will summarize your complaint, our findings and will contain a reminder about your options with the Ombudsman for Banking Services and Investments.

We will generally provide our response within ninety days (and within sixty days if you are a resident of Quebec), unless we are waiting for additional information from you, the case is novel or very complicated, or there is some other reasonable cause for delay.

We will respond to communications you send us after the date of our response to the extent necessary to implement a resolution or to address any new issues or information you provide.

Contacting SSI

Customers may contact SSI at any time to provide further information or to inquire as to the status of their complaint, by contacting the SSI Compliance Department by mail at: Scotia Securities Inc., Compliance Department, 4 King Street W, 12th Floor, Toronto, Ontario, Canada M5H 1B6 or by email to: ssi_complaints@scotiabank.com

For SSI Dealer Accounts: You may contact the Ombudsman for Banking Services and Investments (OBSI)

An independent Ombudsman has been appointed to serve the interests of customers of Canadian investment firms. If you are not satisfied with our response, you can refer your complaint to the OBSI. While we would expect to resolve your complaint within 90 days (and within 60 days if you are a resident of Quebec), if our best efforts have been unable to provide a resolution in that time, you may refer your complaint to the OBSI. Customers can go directly to the OBSI, without first escalating to the Scotiabank Customer Complaints Appeals Office.

E-mail	ombudsman@obsi.ca
Mail	Ombudsman for Banking Services and Investments 20 Queen Street West, Suite 2400 P.O. Box 8 Toronto, Ontario M5H 3R3
Telephone	1-888-451-4519
Website	www.obsi.ca

Codes of conduct and public commitments

Scotiabank is committed to a number of voluntary codes of conduct and public commitments designed to protect consumer interests, such as those listed below.

Copies of the full text of the codes and commitments are available on the Scotiabank website at www.scotiabank.com.

- › **VISA Zero Liability Policy**
- › **MasterCard Zero Liability Policy**
- › **American Express Fraud Protection Guarantee Overview**
A commitment that consumers will pay nothing for certain fraudulent credit card transactions.
- › **VISA E-Promise**
A commitment to assist consumers in getting their money back for unsatisfactory purchases made online, by phone or by mail.
- › **Commitment to Provide Information on Mortgage Security**
A commitment to explain the differences between Collateral and Conventional.
- › **Plain Language Mortgage Documents - CBA Commitment**
A commitment to ensure the readability of residential mortgage documents.
- › **Code of Conduct for Federally Regulated Financial Institutions - Mortgage Prepayment Information**
A Code of Conduct that outlines the type of information customers will receive to help them make an informed decision about mortgage prepayment.
- › **Canadian Code of Practice for Consumer Debit Card Services**
Industry and consumer practices and responsibilities related to the use of debit cards in Canada.
- › **Interac Zero Liability Policy**
A commitment to protect consumers against unauthorized transactions.

› **Commitment on the Expansion of Low-cost and No-cost Bank Accounts**

A commitment to provide a standard low-fee account to consumers.

› **Commitment on Powers of Attorney and Joint Deposit Accounts**

› **Guidelines for Transfers of Registered Plans**

Industry standards for the transfer of deposit type registered savings plans between financial institutions.

› **Online Payments**

Industry and consumer practices and responsibilities related to the use of Interac Online.

› **Principles of Consumer Protection for Electronic Commerce: A Canadian Framework**

A guide to protecting consumers in online transactions.

› **CBA Code of Conduct for Authorized Insurance Activities**

Industry standards for bank representatives offering credit, travel and personal accident insurance products in Canada.

› **Model Code of Conduct for Bank Relations with Small- and Medium-Sized Businesses**

Industry standards for bank dealings with small- and medium-sized businesses.

› **Code of Conduct for the Payment Card Industry in Canada**

› **Code of Conduct for the Delivery of Banking Services to Seniors**

This voluntary code of conduct sets out principles that apply to banks to guide them when they deliver banking products and services to Canada's seniors.

› **Commitment on Modification or Replacement of Existing Products or Services**

A commitment to provide consumers with assurances related to the modification or replacement of existing products and services.

Part 10 Scotia Securities Inc. Customer Relationship Disclosures, including Conflicts of Interest Disclosures

1. The Advisory Relationship

We are committed to providing advice that will help our customers reach their financial goals. When you consult with a Scotia Securities Inc. (SSI) mutual fund representative you will be provided with investment product recommendations that are suitable for your account. The suitability of an investment product is determined by the information that we receive from you and record in the Scotia Investment Selector. The information used to evaluate product suitability is - Age, Income, Net Worth, Investment Experience and Knowledge, Time Horizon, Investment Objective and Risk Profile (risk capacity and risk tolerance). We must also determine if our recommendations to you, and the action we take for your account under your instructions, put your interests first.

If your personal and financial information changes you should immediately communicate the changes to a mutual fund representative. This information should be reviewed with your SSI mutual fund representative on a yearly basis. If such a review has not taken place within the past twelve months, SSI reserves the right to restrict additional transactions in your account. It is your decision to accept the advice of a representative and provide investment directions. It is your option to not accept advice and provide alternative investment directions. We will only provide you with investments that you have directed us to provide and that we consider suitable for you. If you wish to purchase investments that are not recommended and are unsuitable for your account you will have to accept the risk of the unsuitable investment and complete a Customer Initiated Trade form. In certain circumstances, we may not proceed with your request to invest in an investment that we consider unsuitable for you.

When you purchase mutual funds or other investments from SSI, you are dealing with representatives of SSI who are employed by The Bank of Nova Scotia and who may sell other Scotiabank financial products and services. Activities conducted on behalf of The Bank of Nova Scotia are not the business or responsibility of SSI.

2. Trusted Contact Person and Temporary holds

Canadian securities regulations require us to ask you for the name and contact information for a person that you trust (Trusted Contact Person or TCP), so that we may contact your TCP to assist us in protecting your financial interests and assets in certain circumstances. We may contact your TCP if we notice signs of financial exploitation or if you exhibit signs of diminished mental capacity which we believe may affect your ability to make financial decisions relating to your account(s). We may also contact your TCP to confirm your contact information if we are unsuccessful in contacting you after repeated attempts, particularly if our failure to contact you is unusual. We may also ask the TCP to confirm the name and contact information of a legal guardian, executor, trustee or any other personal or legal representative such as an attorney under a power of attorney. In providing us with the name and contact information of your TCP, you confirm to us that you have your TCP's permission to give us this information and your TCP has agreed to act in this capacity.

If we have a reasonable belief that you are being financially exploited or that you are experiencing diminished mental capacity which may affect your ability to make financial decisions relating to your account(s), we may place a temporary hold on your account or a particular transaction. We will provide you with a verbal or written notice explaining our actions, in addition to contacting your TCP, as above. We will review the facts behind placing the temporary hold on a regular basis to determine whether the temporary hold should continue. We may contact your TCP to discuss our reasons for the temporary hold.

3. Products and Services Offered

We help our customers reach their goals by providing investment advice and a broad selection of accounts and investment products. Services are provided and investment advice is available at Scotiabank branches, through Scotia OnLine® or by telephone. SSI offers a range of accounts, including registered retirement savings accounts, registered income accounts, tax free savings accounts, disability savings plans, first home savings accounts, registered education savings plans and investment accounts. Complete details of the types of accounts available are provided in this booklet. Your purchases may be funded by transfers from your Scotiabank account. In addition, you may fund your account through Pre-Authorized Contributions from your Scotiabank account or an account at another financial institution. SSI does not accept cash or cheques from customers.

SSI sells securities of mutual funds managed by 1832 Asset Management L.P. and also Scotiabank Guaranteed Investment Certificate. 1832 Asset Management L.P. manages both ScotiaFunds and Dynamic Funds. SSI will accommodate the transfer-in of most other mutual funds, subject to reviewing them to ensure that those

mutual funds remain suitable for your financial and personal circumstances. Your SSI representative may recommend that you sell your other mutual funds and invest the proceeds in ScotiaFunds. Your SSI representative can only recommend investments in ScotiaFunds or Dynamic Funds, which are also managed by 1832 Asset Management L.P. Scotia Securities Inc. and the general partner of 1832 Asset Management L.P., a limited partnership, are wholly owned by The Bank of Nova Scotia.

In making investment recommendations, SSI representatives will not consider other Scotia-affiliated mutual funds nor any non Scotia managed mutual funds or whether those funds would be better, worse, or equal in meeting your investment needs and objectives. Because you will be investing in publicly offered mutual funds, you will generally have the right to redeem the securities you hold at their applicable net asset value. Some mutual funds (if you transferred them into your account) may require you to pay a deferred sales charge on redemption. Mutual funds may suspend the right to redeem, but this will only occur if there are significant market concerns preventing the mutual fund from being able to trade securities they hold or calculate net asset value.

For Scotia Smart Investor users: Scotia Smart Investor is a digital product offering from SSI which can provide investment product recommendations that are suitable for your account based on information about your financial and personal circumstances and objectives that you enter through our online platform. Scotia Smart Investor platform will recommend suitable investment products, including, mutual funds, GICs and/or high interest savings based on the information entered by you. You can also update your information at any time through our online platform, and a mutual fund representative will contact you to discuss whether changes to your investments are recommended based on the new information. When you use Scotia Smart Investor, you have easy access to a SSI mutual fund representative at any time, over the phone or in-person. In addition, Scotia Smart Investor will identify circumstances in which you will need to communicate directly with a representative prior to making or changing an investment decision.

4. Investment Product Suitability and the Scotia Investment Selector

Mutual fund representatives are required to provide investment product recommendations that are suitable for your account, taking into account your financial and personal circumstances and objectives. Mutual fund representatives must put your interests first in taking any investment action or making any recommendation for your account. We will also determine the suitability of:

- a) Investment products that are transferred in to your account;
- b) Investment purchases that you initiate, and;
- c) Investment products in your account after you update and change the information provided in the Scotia Investment Selector.

The Scotia Investment Selector (SIS) collects the information that allows a mutual fund representative to provide suitable investment recommendations. It is important that you understand the definition of the terms used in the SIS. Please review your SIS carefully and ensure you have correctly identified your Income, Net Worth, Investment Experience and Knowledge, Time Horizon, Investment Objective and Risk Profile. The definitions of all of these terms are provided in the SIS and you should go over them with your SSI mutual fund representative.

5. Client Reporting

SSI will provide you with a Personal Portfolio Statement (PPS) as of the end of every calendar quarter. The PPS will show all account activity in each of your SSI accounts. Your PPS will provide the following information:

- a) the type of account, the account number and account contact information,
- b) the period covered by the statement,
- c) the opening balance, all debits and credits, the closing balance,
- d) the quantity and description of each investment purchased, sold or transferred and the dates of each transaction,
- e) the quantity, description and market value of each investment in the account, and
- f) the book value of your holdings.

SSI offers paperless PPS delivery to Scotia OnLine customers, an environmentally friendly way to avoid potential delays that can be experienced when delivering through the mail.

SSI will also provide you with written confirmation of mutual fund transactions. For pre-authorized or automatic transactions, confirmation will only be provided for the initial transaction. Confirmation will be provided promptly after the settlement of the transaction.

SSI will provide you an annual performance report within your December 31st PPS which will include the combined change in the market value of your investments and the amount of the annualized total percentage return calculated net of charges using a money-weighted rate of return calculation methodology generally accepted in the securities industry for the 12 months, 3 year, 5 year and 10 year periods (if applicable) and from the later of account inception, or January 1, 2013.

SSI will provide you an annual report within your December 31st PPS, which will set out the following:

- a) SSI current operating charges,
- b) the amount of each operating and transaction charge paid by you during the year, and
- c) the amount of any trailing commission received by SSI in relation to investments held in your account.

6. Transaction Charges, Mutual Fund Fees, Expenses, Compensation and General Information

You do not pay a sales commission when you buy, switch or sell mutual fund products managed by 1832 Asset Management L.P. through SSI. However, if you sell or switch within 30 days of purchase you may be charged a short term trading fee. If you switch or sell a fund managed by a third party (transferred into your account) there may be sales charges or redemption fees collected by the third party fund manager.

Mutual funds pay a management fee to their manager (1832 Asset Management L.P. in the case of the ScotiaFunds and Dynamic Funds) as compensation for the management and other services provided by the manager to the mutual funds. A portion of the management fee paid to the manager by each mutual fund in which you invest may be paid by the manager to Scotia Securities Inc. in the form of a trailing commission, which is described in more detail below. Each mutual fund also generally pays other operating charges, which, when combined with the management fees paid by the fund equals the management expense ratio for the fund. These fees and charges, including the trailing commissions paid, are described in the prospectus and the fund facts document for each fund. You do not pay any of these fees directly; however, they do affect you because they reduce your return from your investment in the fund and the overall performance of your account. You should note that every dollar taken out to cover fees is one dollar less to invest in your account. The impact of these fees compound over time as a deduction to the overall value of your account and over larger periods of time, this impact increases. Your advisor can answer any questions you may have about the fees and expenses payable by each mutual fund in which you invest. We encourage you to review the Fund Facts document about the mutual funds in which you will invest prior to investing.

You may also be charged by the fund manager a short-term trading fee if you redeem or switch the mutual fund securities you acquired within a specific time period. This fee is paid to the fund each time you redeem or switch the mutual fund you acquired within the specified time period and compensates the fund for the effects of short-term trading.

To compensate us for the services and advice that we provide you, mutual fund managers, including 1832 Asset Management L.P. may pay us a

trailing commission for so long as you hold your mutual funds. Managers, including 1832 Asset Management L.P., pay this trailing commission out of the management fees that they receive from the mutual funds, which means you are indirectly compensating us for our services to you.

1832 Asset Management L.P. and third party fund managers (depending on whether you continue to hold mutual funds managed by those third party fund managers) pay trailing commissions to SSI. All mutual funds distributed through SSI are public mutual funds, which means they have a prospectus and Fund Facts document, which are updated annually. Mutual fund fees, expenses and dealer compensation for each mutual fund are disclosed and explained in the simplified prospectus and Fund Facts document. The ScotiaFunds simplified prospectus is available at www.scotiafunds.com. The Dynamic Funds simplified prospectus is available at www.dynamic.ca. You should review these documents before making any decision to invest and your advisor can give you a copy of these documents.

7. Operating Charges and Account Fees

We charge fees in relation to the operation of your account and the transfer of your account to a financial institution that is not a member company within Scotiabank. All of the operating charges and fees associated with an SSI account are outlined in this booklet under the heading "Fees for your Account". All operating charges and fees are subject to the applicable federal, provincial and/or harmonized sales taxes.

8. Investment Performance Benchmarks

You may assess the performance of your investments by comparing them to an investment performance benchmark. Benchmarks show the performance over time of a select group of securities. There are many different benchmarks. When selecting a benchmark care must be taken to choose a benchmark that reflects your investments. For example, the S&P/TSX Composite Index follows the share prices of the largest companies listed on the Toronto Stock Exchange. The S&P/TSX Composite Index would be a good benchmark for assessing performance of a Canadian Equity fund that only invests in large Canadian companies. It would be a poor benchmark if your investments are diversified in other products, sectors or geographic areas. We do not provide benchmark comparisons in our account reporting. 1832 Asset Management L.P., as manager of the ScotiaFunds and the Dynamic Funds compares the performance of each fund against an appropriate benchmark. This performance comparison is provided to you in the management reports of fund performance that are available on line and from your advisor.

9. If You Purchase Mutual Funds With Borrowed Funds

Here are some risks and factors that you should consider before borrowing to invest: Is it Right for You?

Borrowing money to invest is risky. You should only consider borrowing to invest if:

- › You are comfortable with taking risk.
- › You are comfortable taking on debt to buy investments that may go up or down in value.
- › You are investing for the long-term.
- › You have a stable income.

You should not borrow to invest if:

- › You have a low tolerance for risk
- › You are investing for a short period of time.
- › You intend to rely on income from the investments to pay living expenses.
- › You intend to rely on income from the investments to repay the loan. If this income stops or decreases you may not be able to pay back the loan.

You Can End Up Losing Money

- › If the investments go down in value and you have borrowed money, your losses would be larger than had you invested using your own money.
- › Whether your investments make money or not you will still have to pay back the loan plus interest.
- › You may have to sell other assets or use money you had set aside for other purposes to pay back the loan.
- › If you used your home as security for the loan, you may lose your home.
- › If the investments go up in value, you may still not make enough money to cover the costs of borrowing.

Tax Considerations

- › You should not borrow to invest just to receive a tax deduction.
- › Interest costs are not always tax deductible. You may not be entitled to a tax deduction and may be reassessed for past deductions. You may want to consult a tax professional to determine whether your interest costs will be deductible before borrowing to invest.

Your advisor should discuss with you the risks of borrowing to invest.

10. Trade Settlement in your Scotia Securities Inc. Account

Investment purchases and sales in your SSI account will settle according to generally accepted industry practice and, if applicable,

as specified in the mutual fund trade confirmation you receive shortly after your trade has been accepted. The normal settlement date is prescribed as the following number of business days after the trade date (T):

- › Cash, High Interest Savings and GICs – same day as the transaction takes place
- › Mutual funds – (T+1), or one business day after the transaction date, unless otherwise indicated in the mutual fund's offering documents. For example: if your purchase (or sale) of a mutual fund with a T+1 settlement is accepted on Monday, the settlement date will be Tuesday.

When you place an investment sales order, cash will not be available in your account until settlement day. If you are removing cash from your SSI plan, the cash will be available for use in your Scotiabank account on the same day as the request. However, if you require the funds at a different financial institution, it may take up to five (5) business days.

Trade date refers to the date that a mutual fund order is accepted by a mutual fund company. There is a daily cut-off time for trading (generally Monday to Friday, before 4 PM and before 3 PM for orders that require manual processing). Trades received on a business day after the daily cut-off time will always receive a trade date of the following business day. Note that trades which must be completed before year end must be made to allow two business days for settlement.

11. Scotia Securities Inc. (SSI) Dealer Interest Rate Policy

Interest is paid on Investment Cash. Investment Cash is cash on deposit (both CDN cash and USD cash) in SSI Dealer investment accounts. The rate of interest paid on Investment Cash is variable. The interest rate paid on Investment Cash is published at www.scotiabank.com and is available from any Scotiabank branch in Canada. From time to time there may be special or promotional rates. Interest is calculated daily on the closing balance and paid monthly. During a leap year, interest is earned on the leap day. Upon account closure, interest is paid on any account balance held for less than a full month.

12. Scotia Securities Inc. (SSI): Scotia Investment Accounts and Scotia Registered Accounts with Petty Balances

SSI, reserves the right to close any of your Scotia Investment Accounts, if there have been no customer initiated transactions in the account for two years and the remaining assets in your Account(s) are valued at less than \$50 (CDN\$ or US\$). The remaining assets will be used to offset ongoing maintenance costs, such as those levied by our service providers or incurred for account administration and reporting.

In addition, SSI reserves the right, if there have been no customer initiated transactions in your Scotia Registered Account for two years

and the remaining assets in your Account(s) are valued at less than \$50 (CDN\$ or US\$), to charge a fee of \$50.00 (CDN\$ or US\$) against the remaining assets in your account. If the account holds less than the amount of the fee, the balance available in the account will be debited in full satisfaction of the fee. The fee will be used to offset ongoing maintenance costs, such as those levied by our service providers or incurred for account administration and reporting. Subsequent to the fee being collected the account will be closed.

13. Conflicts of Interest Disclosure

There will be situations where a conflict will arise between the interests of SSI and/or its mutual fund representatives and your interest. These conflicts may be actual conflicts of interest or you may perceive that SSI or its mutual fund representatives have a conflict of interest. Conflicts can give rise to a concern that SSI or its mutual fund representatives may act or will act with a view to their own business or personal interest.

Canadian securities laws require SSI to take reasonable steps to identify and respond to material conflicts of interest in your best interest and tell you about them, including how the conflicts might impact you and how SSI addresses them in your best interest.

We seek to avoid or minimize conflicts where reasonably possible. We seek to avoid actual or perceived favouritism or discrimination amongst clients and to ensure that no client receives preferential treatment over another in the operation and management of their account and execution of trades. Some conflicts cannot be avoided, including those conflicts that are inherent in our relationship with Scotiabank and with our affiliates arising out of our membership in the Scotiabank Group. It is important that you are fully informed regarding our conflicts, including how we address them in your best interests.

This conflicts disclosure sets out important information regarding our material conflicts of interest. These are described in this conflicts disclosure, along with the potential impact on and risk that the conflict could pose to you and how we address the conflict to minimize its impact and risks to you and our other clients.

In situations that we do not or cannot avoid a conflict of interest, where our interests may compete with yours, we will always give your interests priority to ours, which allows you to be confident that we address conflicts in your best interest. Generally speaking, we deal with and manage conflicts as follows:

- › We avoid conflicts which are prohibited by law, as well as conflicts that we cannot effectively control in your best interest.
- › Our mutual fund representatives are required to comply with various policies and procedures, which are designed to ensure

that our mutual fund representatives follow ethical and client-first business practices. These policies and procedures include the Scotiabank Code of Conduct.

- › SSI is a separate entity from the other members of the Scotiabank Group. We control or manage acceptable conflicts by physically separating different business functions and restricting the internal exchange of information.
- › Our internal compensation practices are designed to ensure that mutual fund representatives are not incented or influenced to make investments in your account in specific issuers or financial products.
- › For each material conflict, we seek to resolve it in your best interest.
- › We disclose information about conflicts material to you so that you can assess independently if these conflicts are significant to you.

Material Conflicts Arising from Being a Member of the Scotiabank Group:

SSI is a wholly-owned indirect subsidiary of Scotiabank. Our relationship to Scotiabank and its other financial services subsidiaries (the **Scotiabank Group**) creates conflicts of interest when we provide products and services to you that are sourced from or provided by other members of the Scotiabank Group.

Scotiabank and its various financial services subsidiaries, including SSI, are commercial businesses and seek to maximize profits while providing fair, honest and appropriate services to clients. This means we may encourage you to do more business with us and the other members of the Scotiabank Group, and we may engage our affiliates to provide us with products and services for your account, but will always do so in a way that we consider in your best interests. We will only enter into these transactions or arrangements where they are permitted under applicable securities laws and where we believe they are in your best interests.

Although SSI is under common ownership with the other members of the Scotiabank Group and may from time to time have directors and officers in common with these other firms, SSI is a separate and distinct corporate entity.

SSI generally carries on its activities independent of the other firms owned by Scotiabank. However, from time to time there may be certain cooperative business arrangements between it and the other firms, such as arrangements relating to introduction of clients, distribution of products, advisory relationships or administrative support.

In addition to applicable regulatory provisions and contractual provisions respecting any business arrangements that may exist between SSI and the other Scotiabank Group firms, the directors, officers and employees of Scotiabank Group firms are subject to

the Scotiabank Code of Conduct, which governs their actions. The Scotiabank Code of Conduct is supplemented by our internal compliance policies and procedures.

In all cases, the conflicts described in this section raise perceptions that we will favour the business interests of the various members of the Scotiabank Group, when the products and services we provide you that are sourced from or provided by those members. These conflicts and how we manage them to ensure that we act in your best interests are described below.

Recommendations for Investments in ScotiaFunds, Dynamic Funds and Scotia GICs

SSI will make recommendations to you to invest in products and services managed by members of the Scotiabank Group. These include the mutual funds known as the ScotiaFunds and the Dynamic Funds, which are managed by 1832 Asset Management L.P., a member of the Scotiabank Group.

SSI primarily distributes the ScotiaFunds, but your SSI representative may recommend you invest in the Dynamic Funds in addition to, or in substitution for, the ScotiaFunds. You may not invest in any other mutual funds, although you may transfer into your account securities of third party mutual funds as an accommodation to your wishes. As well, SSI only distributes Scotiabank Group GICs. This means that when considering and recommending products that are suitable for you, SSI will not consider other proprietary products nor any non-proprietary products or whether those products would be better, worse, or equal in meeting your investment needs and objectives.

SSI manages the conflicts inherent in clients' opening accounts and investing in ScotiaFunds, and where applicable, the Dynamic Funds, and Scotiabank GICs by conducting thorough due diligence on those products with a view to ensuring that such products are suitable for the range of clients opening accounts with SSI. Our mutual fund representatives make recommendations to you on the different ScotiaFunds, and where applicable, the Dynamic Funds, that they consider are suitable for you and put your interest first. Since our mutual fund representatives only recommend ScotiaFunds, Dynamic Funds and Scotiabank GICs to clients and receive compensation that is based on such recommendations, they do not face the conflicts that would be present if they had the ability to also recommend investments in other third party products and services and receive compensation in respect of those recommendations.

The manager of the ScotiaFunds and the Dynamic Funds, 1832 Asset Management L.P., receives revenues due to your investment in the ScotiaFunds or the Dynamic Funds, as applicable, a portion of which they pay to SSI by way of trailing commission.

Our mutual fund representatives are not incented to make recommendations for one ScotiaFund or, as applicable, Dynamic Fund over another or a Scotiabank GIC over a ScotiaFund or Dynamic Fund.

1832 Asset Management L.P. manages conflicts of interest inherent in managing the ScotiaFunds and the Dynamic Funds, including causing those funds to invest in securities issued by or traded by other members of the Scotiabank Group or invest in securities underwritten by dealers that are members of the Scotiabank Group, in the best interests of the applicable funds and obtains approvals and positive recommendations from the Independent Review Committee for the funds, as appropriate before taking such actions. The conflicts of interest considered by the Independent Review Committee for the ScotiaFunds and the Dynamic Funds are disclosed in the Independent Review Committee's annual report which is available on the ScotiaFunds and Dynamic Funds website.

Compensation of Mutual Fund Representatives

The compensation that is paid to our mutual fund representatives and financial planners depends, in part, on the levels of sales. Investments you make in long-term mutual funds will give our mutual fund representatives a higher level of compensation, all other things being equal. Mutual fund representatives and financial planners may qualify for certain trips paid for by Scotiabank, depending on the level of sales, as well as other criteria, all designed to encourage compliant and ethical behavior of mutual fund representatives and financial planners. In all cases, SSI ensures that any recommendations made to you by our mutual fund representatives and financial planners are suitable for the client having regard to the client's financial and personal circumstances. SSI also ensures that overall performance of mutual fund representatives and financial planners is measured based on specific performance measures, of which level of sales and type of sales is only one part. Compensation of representatives is based on the results of the performance scorecards.

Referral Arrangements

You may have been referred to SSI by another member of the Scotiabank Group. Or, you may be referred by SSI to another member of the Scotiabank Group that is qualified and licenced or registered to offer you products or services not offered by SSI. The purpose of these referrals is to introduce you to experts within the Scotiabank Group who are best suited to help you achieve your financial goals. You may be referred to Scotia Capital Inc., which is a registered investment dealer in all provinces and territories of Canada that provides investment advisory, securities trading, financial planning, and related services to individual and non-individual clients through its full-service brokerage division, ScotiaMcLeod and electronic securities trading services

through its online, self-directed, non-advisory brokerage division, Scotia iTRADE®. SSI does not presently receive any fees or other compensation for such referrals. Your mutual fund representative will however, receive performance credits or compensation from SSI for any such referrals, if you open an account with any other Scotiabank Group firm.

A referral fee may be paid if a referral arrangement is entered into between SSI and a person or entity outside of the Scotiabank Group. Details of these referral arrangements, including the manner in which the referral fee for referral services is calculated and the party to whom it is paid, will be provided to referred clients. All services resulting from a referral arrangement relating to your account which require registration under applicable securities laws will be provided by the registrant receiving the referral.

Policies and procedures have been adopted by the Scotiabank Group to assist in identifying and addressing any conflicts of interest that may arise from these referral arrangements.

Related Registrants

The following is a list of registrants under the *Securities Act* (Ontario) which are wholly owned, directly or indirectly, by The Bank of Nova Scotia:

- › 1832 Asset Management L.P.
- › Jarislowsky, Fraser Limited
- › MD Financial Management Inc.
- › MD Management Limited
- › Scotia Capital Inc.
- › Scotia Securities Inc.
- › Tangerine Investment Funds Limited

Although SSI is under common ownership with the other registrants and may from time to time have directors and officers in common with the other registrants, SSI is a separate and distinct corporate entity.

We generally carry on our activities independent of the other registrants. However, from time to time, there may be certain co-operative business arrangements between us and the other registrants. These include arrangements related to referral of clients, distribution of products or administrative support.

In addition to applicable regulatory and contractual provisions respecting any business arrangements that may exist between SSI and the other registrants, the directors, officers and employees of Scotiabank Group firms are subject to the Scotiabank Code of Conduct, which governs their actions. The Scotiabank Code of Conduct is supplemented by our internal compliance policies and procedures.

Other Material Conflicts

Outside Business Activities: At times, SSI mutual fund representatives may participate in outside business activities such as serving on a board of directors, participating in community events or pursuing personal outside business interests.

- › We have policies in place which require mutual fund representatives to disclose situations where a conflict of interest may arise prior to engaging in any outside business activity in order to determine how such conflicts may be addressed.
- › SSI mutual fund representatives may only engage in such outside business activities if approved by an applicable supervisor pursuant to SSI's policies.

Gifts and Entertainment: Our executive and mutual fund representatives are not permitted to accept gifts or entertainment beyond what we consider consistent with reasonable business practice and applicable laws.

Personal Dealings with Clients: From time to time, executive and mutual fund representatives of SSI may have a relationship with our clients, but are not permitted to provide any different services or recommendations to those clients than they would be unrelated clients.

Part 11 About the Investment Agreements

This Investment Companion Booklet contains the following Agreements that describe the terms and conditions pertaining to your *Scotia* Investments:

- › Account Application Agreement.
- › Investment Directions Agreement.
- › Scotiabank Privacy Agreement.
- › Remote Instructions Terms of Use.

Unless otherwise specified in these agreements the terms “you” or “your” refer to:

- › the customer(s) or account holder(s) if you own a *Scotia* Investment Account, *Scotia* First Home Savings Account or a *Scotia* Tax-Free Savings Account, or
- › the annuitant owning the investment account in the case of a *Scotia* Registered Account (excepting a *Scotia* First Home Savings Account or *Scotia* Tax-Free Savings Account).

If you have a *Scotia* Registered Account the terms “we”, “our” and “us” refer to The Bank of Nova Scotia Trust Company (Scotiastrust), The Bank of Nova Scotia and *Scotia* Securities Inc. and each of their successors, as appropriate. If you hold a *Scotia* Investment Account, *Scotia* First Home Savings Account or *Scotia* Tax-Free Savings Account with *Scotia* Securities Inc. as Dealer the terms “we”, “our” and “us” refer to *Scotia* Securities Inc. If you hold a *Scotia* Investment Account, *Scotia* First Home Savings Account or *Scotia* Tax-Free Savings Account with The Bank of Nova Scotia as a Dealer the terms “we”, “our” and “us” refer to The Bank of Nova Scotia.

If you hold *Scotia* GICs or high interest savings in your account the terms “we”, “our” and “us” also refer to the member of Scotiabank that issued the GIC or high interest savings (the “issuers”), as appropriate:

- › The Bank of Nova Scotia
- › *Scotia* Mortgage Corporation
- › Montreal Trust Company of Canada
- › National Trust Company

Montreal Trust Company has been amalgamated with Montreal Trust Company of Canada and Victoria & Grey Mortgage Corporation has been amalgamated with National Trust Company. All outstanding GICs issued by Montreal Trust Company and Victoria & Grey Mortgage Corporation will be converted to other issuers at maturity.

If you have a *Scotia* Registered Account with Scotia Securities Inc. as your dealer, Scotia Securities Inc. is acting as the agent for Scotiatrust. If you have a *Scotia* Registered Account with The Bank of Nova Scotia, The Bank of Nova Scotia is acting as agent for Scotiatrust.

Note: We will give you a copy of this booklet when you first setup a *Scotia* Investment or Registered Account. We will not give you any subsequent copies of this booklet. This booklet is regularly updated; a current version is available from any Canadian Scotiabank branch, or online at www.scotiabank.com. The Agreements in this booklet, as amended from time to time, apply to this and any future investment transactions you have with us.

An Overview of the Terms and Conditions

By signing the appropriate application, investment directions, withdrawal directions, pre- authorized contribution, or inter-fund transfer instructions forms, you acknowledge, confirm and understand that:

- › You agree to be bound by the terms and conditions outlined in the Agreements section of this Booklet as they apply to you, as amended from time to time.
- › You understand and authorize Scotia Securities Inc., with regard to mutual funds, other securities and deposit instruments (“Investments”) that may be held in your Scotia Securities Inc. account from time to time, to register Investments in the name of Scotia Securities Inc. or in the name of a nominee of Scotia Securities Inc. You appoint us as your agent to undertake transactions in Investments, with power to buy and sell Investments and advance and disburse cash on your behalf in accordance with your instructions.
- › When dealing with The Bank of Nova Scotia as a “Dealer” and with respect to your investment account, GICs are held in a similar manner and you provide to us the same authorities as noted above.
- › We will maintain a record of all investment positions resulting from activity on your *Scotia* Investment Accounts and *Scotia* Registered Accounts.
- › We will credit your investment account the net amount of any interest or dividend, proceeds of sale or other amount received in respect of investments held in the account and will debit from the account all amounts owed to us under the terms and conditions of the agreements between us.
- › We may communicate with you by mail, e-mail, fax and telephone or through any other means that we may permit from time to time. If we communicate with you by mail, any notices will be sent to the last address we have on file for you. You may change your address by giving your branch notice in writing. You can give us notice by mailing it, postage paid, to your branch. If we want you to give

notice to another branch, we will tell you in writing. Your notice to us is effective only when your branch receives it. If you give us your e-mail address, you consent to us sending you notice by electronic means. This includes Scotiabank electronic notifications (InfoAlerts). You will promptly advise us of any change in your address, email address, and any other contact information.

- › We have the right, without providing any notice or reasons to you, to decline to accept or execute any order, direction or request from you.
- › You will provide us with the name and contact details of a “trusted contact person” (TCP) and agree that we may contact your TCP in appropriate circumstances permitted by law. In providing us with the name and contact information of your TCP, you confirm to us that you have your TCP’s permission to give us this information and your TCP has agreed to act in this capacity. You will promptly notify us if you wish to change your TCP, otherwise we will assume your TCP is the individual you have designated in your most recent documentation. We are not obligated to contact your TCP in any circumstances.
- › We may place a temporary hold on your account or a particular transaction in appropriate circumstances permitted by law and will provide you with a verbal or written notice explaining our actions. We will review the facts behind placing the temporary hold on a regular basis to determine whether the temporary hold should continue.
- › We will provide you with a formal Statement of Account as of the end of every quarter which will indicate account activity initiated by yourself or us to meet the needs of the investment account.
- › We will send you the appropriate tax slips according to your investment account activity in relation to the type of account and investments you hold.
- › You understand that any form that you have signed is governed by the law of the jurisdiction in which your branch is located.
- › You will promptly advise Scotia Securities Inc. as “Dealer” of your investment account of any significant changes to any previous information provided to Scotia Securities Inc. about your time horizon, investment objective, risk profile (risk capacity and risk tolerance) and financial and personal circumstances.
- › You will make the decision on what actions are to be taken and provide specific authorization for each investment transaction.
- › You will monitor your account and holdings and inform us if you would like to initiate any changes.
- › You will review each trade confirmation, account activity report, statement of account and other information about your account that we send to you.

- › You will inform us within 45 days of the date of the record of any perceived errors or omissions or if you otherwise do not agree with the information shown in the records sent to you.
- › You acknowledge receipt of the Remote Instructions Terms of Use Agreement and agree that its terms and conditions contained in this booklet will apply to your dealings with us.
- › You acknowledge receipt of the Scotiabank Privacy Agreement and agree that its terms and conditions contained in this booklet will apply to your dealings with us.
- › If you live in Québec, you have expressly requested that your Application and all documents and notices relating to it be in English. Au Québec, les parties conviennent et exigent expressément que ce contrat ainsi que tous documents et avis émis en vertu de celui-ci ou y rattachant soient rédigés en anglais.

Part 12 Account Application Agreement

For Scotia Registered Accounts (Scotia RSP, ESP, LRSP, LIRA, RIF, LIF, LRIF, PRIF, RLIF, TFSA, FHSA and DSP) and Investment Accounts.

Your signature on the *Application* confirms that all the information provided by you is true, complete and is accurate.

You also acknowledge and confirm that you understand and agree to associated provisions outlined in Part 12 of the Investment Companion Booklet as well as the following:

- › If Scotia Securities Inc. is the “Dealer” of your account you are asking us to open an account with Scotia Securities Inc.
- › If The Bank of Nova Scotia is the “Dealer” of your account you are asking us to open an account with The Bank of Nova Scotia.
- › If you are applying for a Scotia Registered Account you are applying to Scotiatrust to establish a Scotia RSP, LRSP, LIRA, RLSP, RIF, LRIF, PRIF, LIF, RLIF, FHSA, TFSA or DSP as indicated in the *Application*. You are asking The Bank of Nova Scotia Trust Company (Scotiatrust) to act as trustee of your plan, as outlined in the *Declaration of Trust* and the *Addendum*, if there is one, and agree to be bound by those terms.
- › If you are applying for a Scotia Education Savings Plan, you are applying to The Bank of Nova Scotia (Scotiabank) as promoter of the Scotia Education Savings Plan to establish a Scotia Education Savings Plan as indicated in the *Application*. You are asking Scotiatrust® to act as trustee of your plan, as outlined in the *Terms and Conditions* and agree to be bound by those terms.
- › Scotiatrust will have no obligation to provide any investment advice in connection with the purchase, retention or sale of any investment by your Scotia Registered Account.
- › If you transfer funds from your Scotia Registered Account to another financial institution including ScotiaMcLeod® and ScotiaiTRADE®, you are solely responsible for providing the receiving financial institution with any designations of beneficiary.
- › If you have set up a Bank the Rest Savings Program to a TFSA, the terms of the agreement are governed by the *Application* Form, Day-to-Day Companion Booklet and the sections of the booklet that pertain to the TFSA.
- › If you have a Scotia Registered Account, the assets in your account may only be released on your instructions and as described in the terms of the *Declaration of Trust*, or in the case of a Scotia Education Savings Plan, as described in the *Terms and Conditions*.

- › If your plan is a Spousal RSP or RIF, you hereby request that all income tax contribution receipts be prepared in the name of your spouse. In addition, we will take instructions only from you with respect to all matters regarding the RSP or RIF.
- › You acknowledge that if you designate a beneficiary for your *Scotia* FHSA, RSP, LRSP, LIRA, RLSP, RIF, LIF, LRIF, RLIF, or a successor holder for your TFSA, by means of the *Application* and beneficiary designation form, the designation will not be revoked or changed automatically by any future marriage or divorce. If you wish to change your beneficiary you will have to do so by means of a new designation.
- › If your plan is a *Scotia* Education Savings Plan, RSP, TFSA, FHSA or Disability Savings Plan you understand that a penalty tax in accordance with the *Income Tax Act* (Canada) will be imposed on any contributions to the Plans over the permitted maximum contributions.
- › If your plan is a *Scotia* FHSA, you will be required to attest your eligibility as a Qualifying individual in accordance with the *Income Tax Act* (Canada) as part of the application.
- › If your plan is a *Scotia* Disability Savings Plan, you must notify us when the beneficiary is not resident in Canada. The information will be used by CRA to validate the beneficiary's residency and DTC eligibility and that these validations will be shared with the issuer. The information collected and under control of the CRA and ESDC will be administered in accordance with the *Privacy Act*, the *Income Tax Act* (Canada), the *Canada Disability Savings Act* and the *Department of Social Development Act*; The Holder(s) are jointly liable with the beneficiary (or the beneficiary's estate) for taxes in connection with the deregistration of the non-compliant plan.
- › If your plan is a *Scotia* Education Savings Plan, you are aware of the following information about the final contribution year and plan termination year (i.e. up to December 31):

Table of Final Contribution Year* and Termination Year for Scotia ESPs**

Year Opened	Final Contribution Year	Plan Termination Year
2018	2050	2054
2019	2051	2055
2020	2052	2056
2021	2053	2057
2022	2054	2058
2023	2055	2059
2024	2056	2060
2025	2057	2061

Year Opened	Final Contribution Year	Plan Termination Year
2026	2058	2062
2027	2059	2063

* For a Family Plan, the subscriber can make contributions on behalf of each beneficiary until either the beneficiary has reached age 31, or up to December 31st of the 31st year following the year in which the plan was opened, whichever is earlier. The table gives the latter date as the final contribution date. For an Individual Plan the subscriber may make contributions up to December 31 of the 31st year following the year in which the plan was opened, regardless of the beneficiary's age.

**Both a Family Plan and/or an Individual Plan must be terminated no later than December 31st of the 35th year following the year in which the plan was opened.

If You are Opening a Joint Investment Account

You understand and agree to the following:

- › If your survivor arrangement instruction is “Joint With Right of Survivorship” (JTWROS), you agree jointly and severally that each of you is entitled without notice to any other person to give us instructions and provide information for this account as if you are the sole owner of the account, unless the signing authority instructions you give us provide otherwise. This includes the ability to:
 - › purchase, withdraw and trade in mutual funds, GICs and any other investments to be held in the account including the receipt and payment of monies from the account.
 - › complete and sign all account related forms, including, providing and updating account information, and in particular, completing and signing a *Scotia* Investment Selector form and/or any other form required to trade in or purchase investment products for the account.
 - › receive demands, notices, confirmations, reports, statements and any other communications from us.
 - › make, cancel, waive or change instructions with us, and
 - › deal with us in any other manner in connection with this account.
- › If one of you dies, the surviving owner(s) or a representative of the estate of the deceased owner must advise us promptly. If the survivor arrangement instruction is JTWROS, we will require proof of death before we deal further with the account. Upon receipt of appropriate proof of death, we will hold the investments in the account in the name(s) of the surviving owner(s). Alternatively, the investments may be redeemed and disbursed as directed by the surviving owner(s).
- › If your survivor arrangement instructions is “Tenants in Common” or “Joint Holders”, you agree that all of you jointly and not independently must give us instructions to operate this account, unless otherwise stipulated by the signing authority instructions you give us. We will require proof of death and valid estate

documentation before we will deal further with the account. Upon receipt and after review of the appropriate proof of death and valid estate documentation, we will disburse the deceased's share of the investments to the deceased's estate and the remaining share will be disbursed to the surviving owner(s).

- › The instructions given by you will remain in force and can be relied upon by us until we receive written notice from any of you, in the case of JTWROS, and from all of you, in the case of Tenants in Common or Joint Holders, that the instructions are cancelled.

For more information on ownership and survivor arrangements, refer to the "Ownership, Survivor Arrangements and Signing Authorities" section of this booklet.

If you are Opening an Estate Account (Non-personal account)

You understand and agree to the following:

- › Where probate documents are not required, you confirm that you have searched the Deceased's records and have not found any subsequent Last Will and Testament or codicil modifying that provided to us (or in intestate situations, no Last Will and Testament or codicil).
- › Where probate documents are not required, you certify that the Deceased had not married or divorced since the date of the Last Will and Testament or codicil provided to us (if any).
- › You declare that you are authorized to open and operate this account on behalf of the Estate and that you have the power and authority to invest or trade in mutual fund securities and other securities and wish to open the above account.
- › To indemnify us against any claims, demands, actions, suits, proceeding, assessments, losses, damages, costs, expenses, and disbursements which may arise as a result of the operation of this account, except if caused by our negligence.
- › The estate documents that are required to accompany the standard account opening forms for this account have been produced or will be produced promptly upon request.

Quebec Residents Only

You acknowledge that the French and English versions of this agreement were remitted to you. You expressly request and agree to be bound exclusively by the English version of this agreement and that all related documents, including any notices, be drafted in English only.

Résidents du Québec seulement

Vous reconnaissez et comprenez que nous nous réservons le droit de demander que soient produits ultérieurement des documents auxquels nous aurions pu avoir renoncé étant donné la valeur du compte ou pour d'autres motifs.

Part 13 Investment Directions Agreement

For Scotia Registered Accounts (Scotia RSP, RESP, LRSP, LIRA, RIF, LIF, LRIF, PRIF, RLIF, TFSA, FHSA and RDSP) and Investment Accounts.

Your signature on the *Investment Directions* or the applicable investment form confirms that all the information provided by you is true, complete and accurate. You also acknowledge and confirm that you understand and agree to the following:

- › When providing investment instructions for a Qualifying Withdrawal from your Scotia FHSA, you acknowledge that the withdrawal you are making meets all the criteria of a Qualifying Withdrawal under the *Income Tax Act* (Canada).
- › When providing investment instructions to The Bank of Nova Scotia as "Dealer" of your Scotia Registered Account, you are directing and authorizing The Bank of Nova Scotia, as agent for The Bank of Nova Scotia Trust Company (Scotiastart), to process transactions including deposits and withdrawals to the Investment Cash and/or high interest savings portion of your Scotia Registered Account and you are instructing the applicable issuer to make GIC purchases, redemptions and transfers, and/or high interest savings deposits, withdrawals and transfers, as applicable.
- › When providing investment instructions for your Scotia Investment Account you are directing and authorizing The Bank of Nova Scotia as "Dealer" to process transactions including deposits and withdrawals to the Investment Cash and/or high interest savings portion of your investment account and you are instructing the applicable issuer of the GIC to make purchases, redemptions and transfers, and/or high interest savings deposits, withdrawals and transfers, as applicable.
- › When providing investment instructions to Scotia Securities Inc., as "Dealer" of your Scotia Registered Account, you are directing and authorizing Scotia Securities Inc., as agent for Scotiastart, to process transactions including deposits and withdrawals to the Investment Cash portion of your account and mutual fund purchases, redemptions, switches and transfers. You are also instructing the applicable issuer of the GIC and/or high interest savings to purchase, redeem or transfer GICs, and/or deposit to, withdraw from or transfer high interest savings, as applicable.
- › When providing investment instructions for your Scotia Investment Account you are directing and authorizing Scotia Securities Inc. as

“Dealer” to process transactions including deposits and withdrawals to the Investment Cash portion of your investment account and mutual fund purchases, redemptions, switches and transfers. You are also instructing the applicable issuer of the GIC and/or high interest savings to purchase, redeem or transfer GICs, and/or deposit to, withdraw from or transfer, and/or deposit to, withdraw from or transfer high interest savings, as applicable.

- › Scotia Securities Inc., as “Dealer” of your Scotia Account, has a daily cut-off time for receipt of mutual fund orders (generally Monday to Friday, before 4 PM EST and before 3 PM EST for orders that require manual processing), so that any orders received after that time will not be submitted to mutual fund companies until the following business day and, as a result, will be valued using that day’s prices.
- › If you have purchased an eligible *Scotia* GIC, we acknowledge that we have received the principal amount as set out on the applicable investment purchase form and we will pay the guaranteed interest on the principal at the rate and frequency specified.
- › Only deposits payable in Canada are eligible for deposit insurance from Canada Deposit Insurance Corporation. See the Scotiabank Deposit Register, available at any branch of The Bank of Nova Scotia, for clarification.
- › If you have any *Scotia* Investment Accounts, including any purchased non-registered GICs, we can deduct from this investment any amounts that you owe to any member of Scotiabank.
- › When an eligible *Scotia* GIC is redeemed using a lower interest rate that applies to a redemption prior to maturity (“redemption rate”), any interest paid to you or credited to you will be reduced. This difference in interest payments is calculated using the difference between the certificate rate and the redemption rate applied to the redemption amount from the GIC issue date to the redemption date (“amount of reduced interest”). The amount of reduced interest will be reported to you on the Tax Summary that is attached to the tax slip generated for the income earned on investments in your account at the end of the year. If the amount of reduced interest applies to income reported in the current year it will be netted against any income reported. If the amount of reduced interest applies to income reported in a previous year it will not be netted against any income reported. You are advised to consult your tax or legal advisor about the impact of the amount of reduced interest on previous years’ income.
- › If you redeem:
 - › all your investments and mutual funds,
 - › a mutual fund investment by selecting a dollar amount, or,
 - › a mutual fund investment by selecting units,
 the redemption amount reported on the Investment Directions will be an estimated value.

- › If you redeem or switch a mutual fund investment and charges or fees are applied, the redemption amount reported on Investment Directions is the gross amount and has not been reduced for any applicable charges or fees.
- › When a transfer of ownership is processed on a simple interest GIC any interest owing (up to the date of transfer) will be credited to the relinquishing account holder’s cash portion of the investment account. Interest earned from the date of ownership transfer will accrue to the new owner.
- › When a transfer of ownership is processed on a compound interest GIC no interest will be credited to the relinquishing account holder(s). All interest will be paid to the new owner when the GIC matures.
- › Transfer of ownership cannot be completed on a GIC with “equal pay” option.
- › For contributions to your *Scotia* Registered Account, you are solely responsible for determining the maximum annual contribution which you can claim as a deduction under applicable tax legislation.
- › All persons responsible for signing on this account have signed the Investment Directions. You will inform us of any change to this information.

If You Purchased a Scotiabank Index Powered GIC, Scotiabank Equity Powered GIC or Scotiabank Market Linked GICs

By purchasing the Scotiabank Index Powered GIC, Scotiabank Equity Powered GICs or Scotiabank Market Linked GICs you acknowledge the following disclaimers:

If you have purchased a Scotiabank Index Powered GIC, a Scotiabank Equity Powered GIC - Canadian Growth, a Scotiabank Equity Powered GIC - American Growth, or Scotiabank Equity Powered GIC - Global Growth and subsequently transferred it to one or more different owners during the interim period (between the issue date and the strike date), the interest is calculated, paid and reported for tax purposes to both old and new owner(s) based on the number of days those GICs were owned by both as of the transfer date.

If you have purchased a Scotiabank Index Powered GIC or Scotiabank Market Linked GICs and subsequently transferred it to one or more different owners during the full term of those GICs (after the strike date), the interest is calculated, paid and reported for tax purposes to the new owner(s).

You also acknowledge and understand that it is the responsibility of every owner, regardless of whether he or she owned the Scotiabank Index Powered GIC, Scotiabank Equity Powered GIC or Scotiabank Market Linked GICs before or after the transfer date, to account for the

interest earned on those GICs in the appropriate manner to the Canada Revenue Agency.

If you set up a Bank the Rest to a Tax-Free Savings Account (BTR to TFSA)

Your signature on the Bank the Rest Savings Program Investment Instructions form confirms that all the information provided by you is true, complete and accurate. You also acknowledge and confirm that you understand and agree to the following:

- › If The Bank of Nova Scotia is the “Dealer” of your *Scotia* TFSA you are directing and authorizing The Bank of Nova Scotia as agent for The Bank of Nova Scotia Trust Company (*Scotiast*) to debit your specified Money Master® Savings Account on the 1st business day of the following month for the total BTR savings and to make a deposit to the Investment Cash or high interest savings portion of the TFSA.
- › If Scotia Securities Inc. is the “Dealer” of your *Scotia* TFSA you are directing and authorizing Scotia Securities Inc. as agent for Scotiast to debit your specified Money Master Savings Account on the 1st business day of the following month for the total BTR savings and to make a deposit to the Investment Cash portion of the TFSA.
- › Your authorization will remain in effect until you inform us in writing, of any changes in your account information, or you cancel this authorization prior to the 1st business day of the following month. You can cancel this authorization at any time. You understand that termination of this authorization does not affect your obligation to make payment for purchases for which you have contracted.

If you set up a Pre-Authorized Contribution (PAC)

Your signature on the *Investment Directions* and/or the applicable *Pre-Authorized Contribution Instructions* confirms that all the information provided by you is true, complete and accurate. You also acknowledge and confirm that you understand and agree to the following:

- › You authorize us to debit the account you identify in the Investment Directions and/or the applicable Pre-Authorized Contribution Instructions to fund the investments. You also confirm that you have authority under the terms pertaining to the account to authorize a debit payment.
- › If your plan is a *Scotia* FHSA, these instructions will not be followed after the end of your FHSA maximum participation period as set by the Canada Revenue Agency (CRA) or once you have made the first Qualifying Withdrawal.
- › If The Bank of Nova Scotia is the dealer of your *Scotia* RSP you are directing and authorizing The Bank of Nova Scotia as agent for Scotiast to debit your account for the amount indicated on the

front of the applicable form to make deposits to the Investment Cash or high interest savings portion of your investment account or to purchase a Scotia Non- Redeemable GIC.

- › If The Bank of Nova Scotia is the dealer of your *Scotia* Account you are directing and authorizing The Bank of Nova Scotia to debit your deposit account for the amount indicated on the front of the applicable form to make deposits to the Investment Cash or high interest savings portion of your investment account.
- › If Scotia Securities Inc. is the dealer of your account you are directing and authorizing Scotia Securities Inc. to debit your deposit account for the amount indicated on the front of the applicable form to make deposits to your account, or to purchase mutual funds.
- › We will not purchase a GIC through a pre-authorized contribution. You will have to instruct us as to which GIC to purchase.
- › On the next business day we will invest this amount pursuant to your instructions at the interest rate in effect on the day this purchase is made for the term selected.
- › Your authorization will remain in effect until you inform us, in writing, of any changes in your account information, or you cancel this authorization, in writing, at least 10 days prior to the next due date of a pre-authorized contribution. You can cancel this authorization at any time. You understand that termination of this authorization does not affect your obligation to make payment for purchases for which you have contracted.
- › If your plan is a *Scotia* RSP, these instructions will not be followed after December 31 of the year in which you turn age 71.
- › Scotiabank may cease issuing pre-authorized contributions in accordance with this agreement.
- › If your contributions or deposits are returned due to “not sufficient funds (NSF)”, we may terminate this agreement.
- › If the account you have specified to be debited is at another financial institution, you agree that:
 - › If The Bank of Nova Scotia is the dealer of your account, the debit charged to your account is considered as a funds transfer pre-authorized debit (Funds Transfer PAD). If Scotia Securities Inc. is the dealer of your account, the debit charged to your account is considered as a personal pre-authorized debit (Personal PAD).
 - › You will provide us with a void cheque for that account and inform us, in writing, of any change in the information for that account prior to the next due date of a pre-authorized contribution.

- › Your financial institution is to deal with such withdrawals as if they were signed by you and it need not verify that the payments are drawn in accordance with your authorization.
- › Any withdrawals from your account will be reimbursed if the withdrawal was not made in accordance with your pre-authorized contribution instructions, your authorization is terminated or the withdrawal was posted to the wrong account due to invalid or incorrect account information supplied by The Bank of Nova Scotia, provided that you give us notice within 90 days of the withdrawal.
- › You may have certain recourse rights if any debit does not comply with this agreement and your authorization instructions. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this agreement. To obtain more information on your recourse rights, you may contact The Bank of Nova Scotia through its Contact Centre at 1-800-4-Scotia (472-6842) or visit www.payments.ca. Please note that for Funds Transfer PADs, you may not have any recourse within the Payments Canada rules.
- › You hereby waive your right to receive a copy of this agreement at least 10 calendar days before the scheduled date of the first preauthorized contribution.
- › **You hereby waive your right to receive pre-notification of the amount of the pre-authorized contribution and agree that you do not require advance notice of the amount of the pre-authorized contribution before the debit is processed.**
- › To obtain a sample cancellation form, to obtain more information on your right to cancel this authorization, or to answer any question you may have on this document, contact Scotiabank through its Contact Centre at 1-800-4-Scotia (472-6842) or visit www.payments.ca.

Part 14 Scotiabank's Privacy Agreement

Privacy

Scotiabank recognizes the importance of your personal information, and we never take for granted the trust that you - as a client or a business partner - have placed in us to protect that information. The Scotiabank Privacy Agreement forms part of these terms and conditions and applies to your relationship with us. For a full explanation about how, when, and why we may collect, use and disclose your information, as well as your rights relating to that information, please visit www.Scotiabank.com/privacy or any Scotiabank branch for a paper copy.

Information we collect about you

Information that we collect about you will often come from you directly (for example, when you apply for a new product). We may tell you that certain information is mandatory. If you do not provide personal information that is required for a particular product or service, then we may not be able to provide it, or meet all our obligations to you. We may also collect information about you from other sources, including information from credit agencies (for example, where you apply for credit, or where we must identify you), people appointed to act on your behalf, our social media pages, or other banks or financial institutions (for example, where you have switched your accounts to us, or where we have received information to investigate incorrect payments).

How we use your information

We will process your information where you have provided us with consent to use it, where processing will allow us to take actions that are necessary to provide you with the product or service you want, to allow us to meet our legal obligations (for example, to identify you), to understand how customers use our services, or to manage our risks. We may also use your information to send you messages, either by post, telephone, text message, email, or other digital methods, including through ATMs, apps, and online banking services. These messages may be to help you manage your account, to meet our regulatory obligations, to inform you about product or service features or to tell you about products and services (including those of other companies) that may be of interest to you.

With whom we share your information with

We will keep your information confidential, but we may share it with third parties (who also have to keep it secure and confidential) in certain circumstances, including: the Scotiabank Group of companies[†] (for example, for marketing purposes or internal reporting where those companies provide services to us), payment processing services (for example, credit card networks), our service providers and their agents (for example, collection agents, statement printers), fraud prevention agencies, and other banks or financial institutions. Some of these third parties may be located outside Quebec or Canada.

Keeping your information

We will keep your information for as long as you are our customer. Once our relationship has ended, we will only keep your information for so long as is appropriate for the type of information, and the purpose for which we're retaining it. The period we keep your information for is generally linked to the amount of time available for you to bring a legal claim. We may keep the information longer than this if there is an existing claim or complaint that will require us to keep your information, or for regulatory or technical reasons. If we do keep it for a longer period, we will continue to protect your information.

Your rights and how to refuse or withdraw your consent

You have certain rights over the personal information we hold about you, including the right to ask for a copy of the information, to correct or rectify personal information that we hold about you, or not to use your information for a particular purpose (i.e., withdraw consent). Note that your ability to exercise these rights will depend on a number of factors, and in some situations, we may not be able to agree to your request. You can refuse to consent to our collection, use or disclosure of your personal information, or you may withdraw your consent to our further collection, use or disclosure of your personal information at any time by giving us reasonable notice, subject to limited exceptions. This includes withdrawing your consent to use your SIN to verify credit information or to confirm your identity. To understand how to go about withdrawing your consent, or to find out more about any of the items described in this section, please visit www.Scotiabank.com/privacy or any Scotiabank branch for a copy of our Privacy Agreement.

[†] The Scotiabank Group of Companies means The Bank of Nova Scotia and its affiliates who provide deposit, investment, loan, securities, trust, insurance and other products and services.

Part 15 Remote Instructions Terms of Use

Remote communications carry risks of interception and impersonation. You are responsible for ensuring that your selected method of communication (e.g. e-mail or fax) is confidential and secure. For more information, please refer to sections 3.b and 5 below.

1. Purpose of These Remote Instructions Terms of Use

These remote instructions terms of use (the “**Terms of Use**”) set out the terms and conditions that apply when we receive Remote Instructions through Permitted Means in connection with a Product or Service that is provided or administered by us. These Terms of Use replace any other agreement(s) relating to providing instructions remotely including any Telephone/Fax/Email Agreement.

A current copy of these Terms of Use is available online at [https://www.scotiabank.com/content/dam/scotiabank/canada/common/documents/Remote_Instructions_Terms_of_Use.pdf]. You should review these Terms of Use on a periodic basis and before you provide us with Remote Instructions.

2. Definitions and Interpretation

- a. **Definitions:** Below are some key definitions we use in these Terms of Use and what they mean:

“**Digital Access Agreement**” means the terms and conditions that apply when you use or access a Product or Service through a mobile device, computer or any other electronic device (or other digital service we make available from time to time), including when we permit you to use a card or account number or password, personal identification number (PIN) or other access code;

“**Permitted Means**” means telephone, e-mail (including secure e-mail), facsimile transmission or video conference, in each case using a number, address, link or other means of access that we designate for the purpose of providing us with instructions in connection with a Product or Service and any other communication process we may permit from time to time at our sole discretion, but does not include any access or instructions that are subject to the Digital Access Agreement;

“**Product or Service**” means any product or service that we provide or administer to you including bank accounts, non-registered and registered investment accounts, personal and business credit accounts including loans, credit cards or lines of credit, creditor insurance and business investment products;

“Product or Service Agreement” means the terms and conditions, disclosures, notices and any other agreements or documents that we provide to you and/or you accept or enter into in relation to a Product or Service, including documents and agreements that are incorporated into them, as amended, replaced, renewed or supplemented from time to time;

“Remote Instructions” means any instructions, consents, agreements or other documents (including any Product or Service Agreement) that we may allow you to provide by Permitted Means in connection with a Product or Service, including:

- › Applying for or opening a new Product or Service;
- › Amending, paying out or cancelling an existing Product or Service;
- › Providing instructions relating to a Product or Service including redeeming or renewing, transferring balances between accounts or changing personal or business information related to a Product or Service;
- › Any other instructions, consents or agreements we permit you to provide by Permitted Means from time to time.

“we”, “our”, “us” or the **“Bank”** means The Bank of Nova Scotia and/or, as appropriate (and unless expressly excluded), any of our Canadian subsidiaries or affiliates including Scotia Securities Inc. and any of their or our employees (including officers), directors, agents or authorized representatives; and

“you” or **“your”** means each person, corporation or other entity who is the holder of a Product or Service, a borrower for a Product or Service (including any co-borrower or co-signor) pursuant to a Product or Service Agreement, the authorized signatory or authorized representative for a Product or Service or those who applies for a Product or Service.

- b. **Interpretation:** The words “includes” or “including” mean “including but not limited to” and “including without limitation”. Headings in these Terms of Use are for ease of reference only and do not affect the interpretation of anything in these Terms of Use.
- c. **Digital Services and the Digital Access Agreement:** If you use a Card and/or our Digital Services (as those terms are defined in the Digital Access Agreement) to provide instructions to us, the Digital Access Agreement will apply to those instructions and not these Terms of Use.

3. Providing Remote Instructions

- a. **Authorization:** When you apply for or have a Product or Service, you agree that these Terms of Use apply when you provide us with Remote Instructions and you authorize us to accept those Remote Instructions in connection with that Product or Service on the terms and conditions set out in these Terms of Use. For a Product

or Service that is jointly held, you agree that any one of you may give us Remote Instructions for the Product or Service without prior notice to or consent of all of you, except if consent from all of you is required by us, or is required under the Product or Service Agreement or under applicable law. If you are a corporation or another entity that is not a natural person, Remote Instructions can only be given by the authorized representative(s) of the corporation or entity designated under the Product or Service Agreement (unless we agree to receive Remote Instructions from any other person if you request).

- b. **Instructions are Valid and Final:** You acknowledge that Remote Instructions received by us are valid and final. We may, acting reasonably, rely on any Remote Instructions that we believe come from you and fulfill them without further inquiry even if you did not actually give the Remote Instructions. Such Remote Instructions will have the same legal effect as if they came from you and will be legally binding on you.
- c. **Recording:** You acknowledge that if you provide Remote Instructions over the telephone or, where available, other electronic means (including video), your call or video may be recorded for quality, training or verification purposes.
- d. **Voicemail:** If you attempt to provide Remote Instructions to us solely by voicemail, we will not act upon those Remote Instructions unless we specifically advise you that we will act on those Remote Instructions.
- e. **Fees:** We can collect or charge any amounts that we have disclosed to you in your Product or Service Agreement as service charges or fees or other rates or charges for completing the Remote Instructions.

4. Receiving Remote Instructions

When we receive Remote Instructions, you agree that we may, but are not obligated to, do any of the following:

- a. **Authentication:** We may ask you to give us certain information that will assist us in determining that you are authorized to give Remote Instructions.
- b. **Refusing to Act:** We can refuse to act on any Remote Instructions for any reason, including if we cannot confirm that you are authorized to give them, or if we decide they are not appropriate for any reason or if you do not comply with any requirement under these Terms of Use to our satisfaction. We may take reasonable steps to try to notify you or otherwise inform you when we will not act on Remote Instructions as received.
- c. **Additional Information and Documents:** We may require you to provide us with more information in order to carry out the Remote

Instructions. We may require you to accept or sign (including in person) any agreements or other documents that we determine are required in connection with the Remote Instructions or to fulfill those Remote Instructions. If you do not provide the required information or documents, we may not be able to fulfill the Remote Instructions.

- d. **Confirmation by You:** We may require you to promptly confirm any Remote Instructions given under these Terms of Use if requested by us, including by signing a form or other document.
- e. **Confirmation by Us:** We may send you a confirmation that the Remote Instructions have been received, that we will fulfill the Remote Instructions or that they have been fulfilled. We may also send you other information, documents and/or notices relating to the Remote Instructions.
- f. **Delivery of Documents:** We may send or provide the confirmation referred to in section 4.e and any other information, documents and/or notices related to the Remote Instructions through any communication method you used to provide us with the Remote Instructions or by any other means we determine. We recommend you keep a copy of any such confirmation, information, documents and/or notices for your records.

5. Your Responsibilities

- a. **Accuracy and Receipt of Instructions:** You are responsible to ensure the accuracy and to confirm our receipt of any Remote Instructions you give to us.
- b. **Information Security:** You acknowledge that e-mail, facsimile or other electronic communication may not be secure means of communication and you assume the risk that the Remote Instructions provided in this way may be intercepted, read, retransmitted or altered by a third party or delivered late, not received or lost. You are responsible for maintaining security measures, procedures and controls to prevent the transmission of unauthorized Remote Instructions by someone other than you. You must advise us as soon as possible if you know or believe that any Permitted Means you have used to provide Remote Instructions have been accessed and/or used by any unauthorized person or if you believe any Remote Instructions have been provided to us by an unauthorized person.
- c. **Losses:** Except in the case of our gross negligence or wilful misconduct, you agree that we are not responsible for any losses, costs, liability or damages of whatever kind that may result or you may incur from:
 - i. our complying with these Terms of Use, including if we act on and fulfill any Remote Instructions;
 - ii. not fulfilling any Remote Instructions for any reason or refusing to act on any Remote Instructions;

- iii. any failure, delay or error in receiving and/or acting on any Remote instructions;
- iv. the loss, interception, alteration or misuse of confidential or personal information you include in any Remote Instructions before we receive the Remote Instructions or any such information;
- v. fulfilling any Remote Instructions if the Remote Instructions were provided by a person we believed to be you; or
- vi. your acts or omissions or those of any third party in respect of the Remote Instructions.

To the extent not prohibited by law, in no event, even if we are negligent, are we liable for any special, incidental, consequential or indirect damages.

6. How These Terms of Use can be Changed or Terminated

- a. **Changes:** We may from time to time amend or vary these Terms of Use without notice to you (unless required by applicable law), including the type of Remote Instructions we may accept or fulfill pursuant to these Terms of Use. We may notify you of changes we have made to these Terms of Use in one or more of the following ways:
 - › A notice displayed at all Scotiabank ATMs;
 - › An announcement through an automated telephone message or a digital channel such as a mobile app;
 - › A notice on the Scotiabank website or your Scotia OnLine portal;
 - › A notice in our branches;
 - › A notice in your statement for your Product or Service; or
 - › Such other method as we may permit.

Unless otherwise required by applicable law, we consider you to have accepted a change to these Terms of Use if you provide us with Remote Instructions or you do not cancel or close your Product or Service following the effective date of the change.

- b. **Termination:** We may terminate these Terms of Use at any time without prior notice to you. If we have terminated these Terms of Use, we may (but are not required to) notify you of this termination in any way outlined in section 6.a.

7. General Provisions

- a. **Conflicts:** These Terms of Use do not amend any Product or Service Agreement that you have with us or establish with us in the future and are intended to supplement your Product or Service Agreements. If there is a conflict between these Terms of Use and a Product or Service Agreement, (i) these Terms of Use will prevail if the conflict is about Remote Instructions; and (ii) otherwise the Product or Service Agreement will prevail unless the Product or

Service Agreement expressly says otherwise. For the purpose of this section, the Product or Service Agreement does not include Telephone/Fax/Email Agreement.

- b. **Who is Bound by These Terms of Use:** These Terms of Use are binding on you, your heirs, legal or personal representatives and permitted assignees.
- c. **Choice of Language:** You have requested that this document be drawn up in English. Vous avez exigé que ce document soit rédigé en anglais.

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Part 16 Glossary

10-Year Repayment Rule

This is the general requirement that the total amount of grants and bonds paid into an RDSP within the 10-year period before a DAP is made be repaid. Effective January 2014, only \$3 of grants and bonds will have to be repaid for every \$1 withdrawn from an RDSP up to the maximum paid into the RDSP within the 10-year period before the DAP.

Adjusted cost base

Your initial cost of an investment, adjusted to reflect changes due to events such as new purchases, return of capital and payouts.

AIP

Accumulated Income Payment

BCTESG

British Columbia Training and Education Savings Grant

Beneficial owner

The person or group that benefits from an investment account, even though it's registered under another name.

Beneficiary (Scotia Registered Retirement Savings Accounts, Registered Income Accounts, FHSA and TFSA)

The person who receives the proceeds of your registered plan upon your death.

Beneficiary (Scotia RESP and RDSP)

The person for whose benefit the plan has been opened.

BTR

Bank the Rest Savings Program

Cash equivalent mutual fund

Money Market and T-Bill funds are generally considered Cash Equivalent Mutual Funds.

CDIC

Canada Deposit Insurance Corporation

CESG

Canada Education Savings Grant

CLB

Canada Learning Bond

Compound interest

Interest on the interest you've already earned.

CRA

Canada Revenue Agency

Dealer

A firm that manages the operation of your account on your behalf. The dealer of your investment account can be The Bank of Nova Scotia or Scotia Securities Inc., depending on the type of investments you intend to hold in your account. If you hold only deposit investments such as cash, high interest savings and term investments, the dealer can be either The Bank of Nova Scotia or Scotia Securities Inc. If you hold mutual funds the dealer of your account must be Scotia Securities Inc.

EAP

Educational Assistance Payment

Effective yield

The total interest you earn over the life of the GIC, expressed as an annual percentage rate.

Eligible beneficiary

An eligible beneficiary means, for a taxation year, a beneficiary who is 16 or 17 years of age at the end of the year (the end of December 31) and in respect of whom:

- a) a Canada Education Savings Grant (CESG) was paid for the year in relation to a contribution made in respect of the beneficiary in the year to a registered education savings plan (RESP);
- b) in the case of the year 2007, an RESP existed in at least four years before the year 2007; or
- c) in the case of the year 2008 and if the beneficiary reached 17 years of age in that year, an RESP existed in at least four years before the year 2007.

ESP

Education Savings Plan

FHSA

First Home Savings Account

GIC

Guaranteed Investment Certificate

GIC book value

For GICs where interest is paid, the GIC book value on a specific date is equal to the original face amount less all partial redemptions up to that date.

For GICs where interest is compounded, the GIC book value is equal to the original face amount less all partial redemptions plus compound interest earned up to that date. In each case, GIC book value is represented in the currency of the investment.

GIC current market value

For GICs where interest is paid, the GIC current market value on

a specific date is equal to the original face amount less all partial redemptions plus interest accrued up to that date.

For GICs where interest is compounded, the GIC current market value is equal to the original face amount less all partial redemptions plus compound interest earned, plus interest accrued up to that date. In each case, GIC current market value is represented in the currency of the investment.

GIC face (principal) amount

The original investment amount of the GIC adjusted for any redemptions that apply.

GIC maturity value

For GICs where interest is paid, the maturity value is the original face amount on the current GIC if no partial redemptions have been processed.

For GICs where interest is compounded, the maturity value is the GIC market value at maturity if no partial redemptions have been processed.

Joint Tenants With Right of Survivorship (JTWROS)

With a JTWROS account, both owners or co-subscribers (as the case may be) have an equal, undivided interest in the account's assets. If an owner or co-subscriber dies, the ownership of the assets passes to the survivor.

LIF

Life Income Fund

LIRA

Locked-in Retirement Account

Locked-in accounts

A locked-in account is a type of an RRSP or RRIF. Funds in these accounts are locked in, meaning they are subject to legislative restrictions in order to preserve the money for the retirement of the member from whose pension fund the money came.

LRIF

Locked-in Retirement Income Fund

LRSP

Locked-in Retirement Savings Plan or Locked-in RRSP

Maturity

Maturity is the date on which payment of a financial obligation must be made. For example, if you hold a GIC, the maturity date is the date on which the issuer must pay you the market value of the GIC plus any accrued interest.

Mutual funds

Investment vehicle made up of funds collected from many investors.

Mutual Funds allow small investors to have access to a professionally managed, diversified portfolio, which would be impossible to create with a small amount of capital. Equity mutual funds invest primarily in stocks. Fixed income mutual funds invest primarily in interest-paying investments.

MTCC

Montreal Trust Company of Canada

NTC

National Trust Company

PAC

Pre-Authorized Contribution

PRIF

Prescribed Retirement Income Fund

Principal amount

The money you originally invested in a GIC.

Pro rata

A pro rata investment or withdrawal is calculated according to the value of each of your investment holdings. For a withdrawal, money is taken from each investment holding in the percentage that each holding represents of your total account. For a pro rata investment, the money you deposit is invested in each of your holdings in the percentage that each holding represents of your total account.

QESI

Québec Education Savings Incentive

QROPS

A Qualifying Recognised Overseas Pension Scheme is an overseas pension scheme that meets certain requirements set by HM Revenue and Customs (HMRC). A QROPS can receive the transfer of UK pension benefits.

RDSP

Registered Disability Savings Plan

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