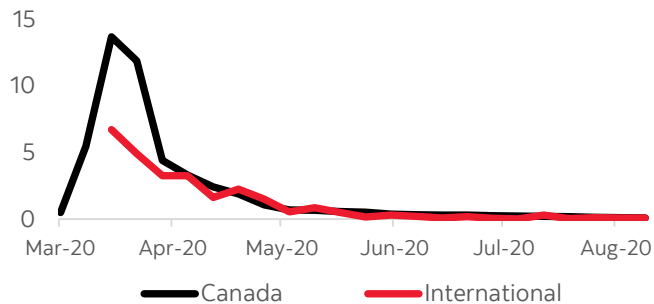


Customer Assistance Programs

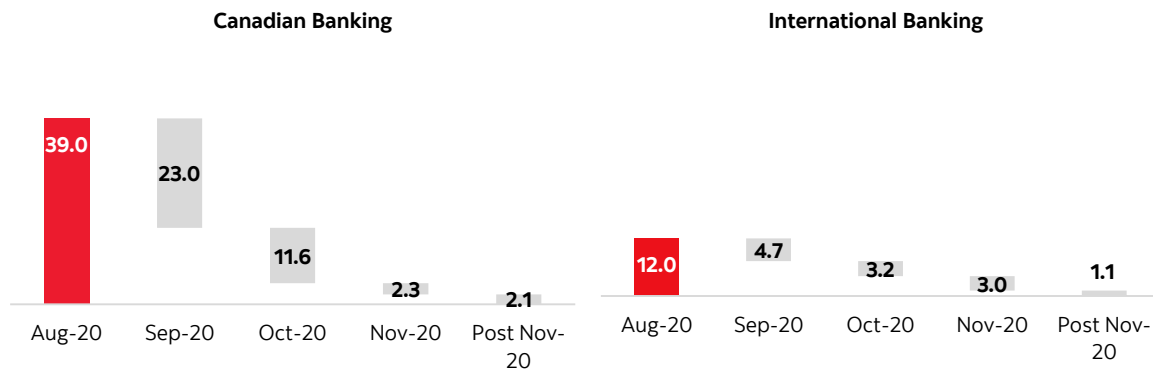
Retail Customers (As of August 31, 2020)

Product Types ¹	Active Deferral Requests ¹		Active Total Exposure ¹		% Current following Deferral Expiry ^{1,2}
	#('000s)	%	(\$B)	%	
Canada					
Mortgages	133	66.2%	\$37.3	95.5%	99.2%
Credit Cards	20	10.2%	\$0.1	0.3%	91.2%
Personal Loans ³	47	23.6%	\$1.6	4.2%	94.4%
Total/Average	200	100.0%	\$39.0	100.0%	96.8%
Change from Jul 31, 2020			-\$2.5		
International					
Mortgages	72	5.0%	\$7.1	59.0%	91.9%
Credit Cards	906	63.4%	\$1.9	15.6%	88.6%
Personal Loans	453	31.6%	\$3.0	25.4%	92.6%
Total/Average	1,431	100.0%	\$12.0	100.0%	91.6%
Change from Jul 31, 2020			-\$6.1		

Weekly Deferral Requests Granted (\$Bn)



Deferral Expiry Schedule (\$Bn)



¹ As at August 31st

² Canadian payments % includes accounts that have not yet completed first billing cycle since expiring

³ 77% of active deferred Personal Loans in Canada are Auto Loans, 17% of active deferred Personal Loans in International are Auto Loans

Customer Assistance Programs

Commercial & Small Business Customers (As of August 31, 2020)

	Active Deferral Requests #('000s)	Active Total Exposure ¹ (\$B)
Commercial & Small Business		
Canada	1.3	\$1.6
International	1.4	\$7.5
Total	2.7	\$9.1
Change from July 31, 2020		-\$1.1

¹Figures relate to active deferral exposure and exclude amounts related to covenant relief requests.