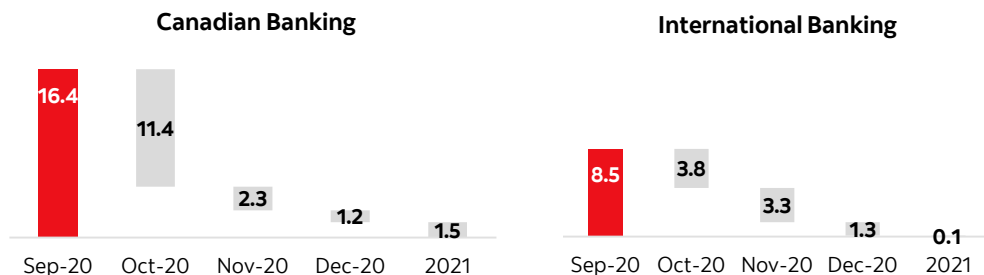


Customer Assistance Programs

(As of September 30th, 2020)

Product Types ¹	Active Deferral Requests ¹		Active Total Exposure ¹		% Current following Deferral Expiry ^{1,2}
	#('000s)	%	(\$B)	%	
Canada					
Mortgages	57	57.0%	\$15.07	92.1%	99.0%
Credit Cards	9	9.0%	\$0.05	0.3%	86.1%
Personal Loans ³	34	34.0%	\$1.25	7.6%	93.5%
Total/Average	100	100%	\$16.37	100.0%	98.0%
Change from August 31, 2020			-\$22.6		
International					
Mortgages	51	6.5%	\$5.17	60.9%	92.4%
Credit Cards	468	59.7%	\$1.33	15.7%	88.2%
Personal Loans ³	265	33.8%	\$1.99	23.4%	90.9%
Total/Average	784	100.0%	\$8.49	100.0%	91.2%
Change from August 31, 2020			-\$3.5		

Deferral Expiry Schedule (\$B)



Commercial & Small Business (\$B)

	Active Deferral Requests #('000s)	Active Total Exposures ⁴ (\$B)
Canada	0.7	\$1.1
International	1.2	\$6.6
Total	1.9	\$7.7
Change from August 31, 2020		-\$1.4

¹ As at September 30th 2020

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

³ 90% of active deferred Personal Loans in Canada are Auto Loans, 20% of active deferred Personal Loans in International are Auto Loans

⁴ Figures relate to active deferral exposures and exclude amounts related to covenant relief requests