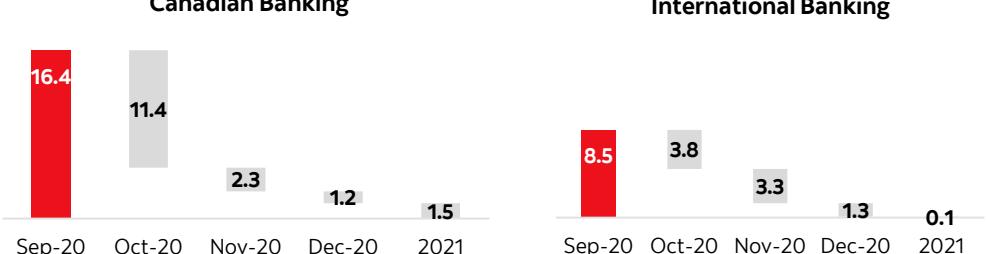


# Customer Assistance Programs

(As of September 30<sup>th</sup>, 2020)

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

## Deferral Expiry Schedule (\$B)



## Commercial & Small Business (\$B)

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

<sup>1</sup> As at September 30<sup>th</sup> 2020

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

<sup>3</sup> 90% of active deferred Personal Loans in Canada are Auto Loans, 20% of active deferred Personal Loans in International are Auto Loans

<sup>4</sup> Figures relate to active deferral exposures and exclude amounts related to covenant relief requests