

INVESTOR FACT SHEET

Q2 2020

OUR BUSINESS

Scotiabank is a leading bank in the Americas. Guided by our purpose: “for every future”, we help our customers, their families and their communities achieve success through a broad range of advice, products and services, including personal and commercial banking, wealth management and private banking, corporate and investment banking, and capital markets. With a team of ~97,000 employees and assets of ~\$1.2 trillion (as at April 30, 2020), Scotiabank trades on the Toronto Stock Exchange (TSX: BNS) and New York Stock Exchange (NYSE: BNS). For more information, please visit <http://www.scotiabank.com> and follow us on Twitter @ScotiabankViews.

REASONS TO INVEST IN SCOTIABANK

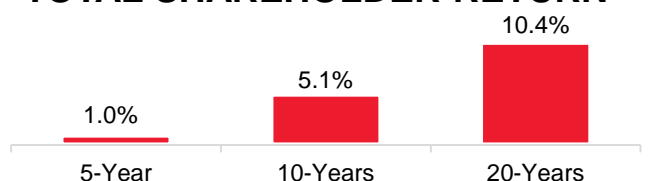
- CANADA'S INTERNATIONAL BANK AND A TOP 10 BANK IN THE AMERICAS**
 - Diversified by business and geography, providing sustainable and growing earnings and dividends
- DIVERSIFIED EXPOSURE TO HIGH QUALITY GROWTH MARKETS**
 - Unique Americas footprint provides diversified exposure to higher growth, high ROE banking markets
 - 225 million people in the Pacific Alliance countries comprise the 6th largest economy in the world
- INCREASING SCALE AND MARKET SHARE IN CORE MARKETS**
 - Competitive scale and increasing market share in core markets
 - Competitive advantages in technology, risk management and funding versus competitors
 - Increased scale in Wealth Management and P&C business via M&A
- IMPROVED EARNINGS QUALITY, LOWER RISK PROFILE**
 - > 80% of earnings from stable P&C banking and wealth business
 - Simplified footprint lowers operational risk and regulatory costs
 - Strong Canadian risk management culture with strong capabilities in AML and cybersecurity
- STRENGTHENING COMPETITIVE ADVANTAGES IN TECHNOLOGY AND TALENT**
 - High levels of technology investment supports digital banking strategy to increase digital sales and adoption
 - Named “Bank of the Year” in Canada (2019)

SHAREHOLDER INFORMATION

- Share Price (TSX): November 1/19 – April 30/20**

High	\$76.75	Closing Price	\$55.80
Low	\$46.38	52 week high	\$76.75
Market Capitalization ³	\$68 billion	Common Shares Outstanding ⁵	1,211 million

TOTAL SHAREHOLDER RETURN⁸



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FOUR BUSINESS LINES^{1,3,4,7}



COVID-19

- Facilitated payment deferrals for over 300,000 customers in Canada on loans totaling >\$60 billion
- Facilitated payment deferrals for over 2 million customer in International totaling ~\$30 billion in loans
- >\$25 billion of loans financing provided to support corporate customers and their employees
- >\$250 billion in capital markets financing arranged for customers
- >80% of employees (ex. Branch staff) currently working from home
- ~90% of branches open globally
- Committed \$15 million to support COVID-19 response efforts by local charities

OTHER FINANCIAL INFORMATION

Pre-Tax, Pre Provision Profit ²	\$3,661 million (+1% Y/Y)
Total Assets ⁵	\$1,247 billion
Net Loans and Acceptances ⁵	\$648 billion
Deposits ⁵	\$798 billion
Employees ^{5,9}	~97,000
Branches and Offices ⁵	2,953
ABMs ⁵	8,949

MEDIUM-TERM FINANCIAL OBJECTIVES

Q2 2020 YTD Actual

EPS Growth	7%+	-16.6% ^{6,7}
Return on Equity	14%+	11.1% ^{3,7}
Operating Leverage	Positive	-1.0% ^{3,7}
Capital Level	Strong Levels	+3.5% (Ex metals business charges and Divested Ops.)
		10.9% ⁵

Upcoming Events

August 25, 2020	Q3 2020 Results
December 1, 2020	Q4 2020 Results
February 23, 2021	Q1 2021 Results
June 1, 2021	Q2 2021 Results

- Dividend Dates: Quarterly dividend of \$0.90 per share, approved by the Board of Directors**

RECORD DATE

July 7, 2020
October 6, 2020
January 5, 2021
April 6, 2021

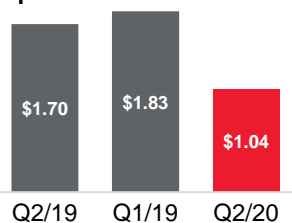
PAYMENT DATE

July 29, 2020
October 28, 2020
January 27, 2021
April 28, 2021

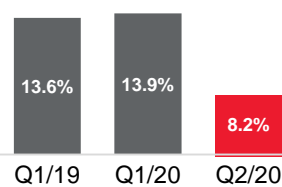
Scotiabank

Q2/20 FINANCIAL HIGHLIGHTS³

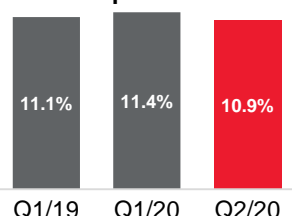
Earnings per Share – Diluted



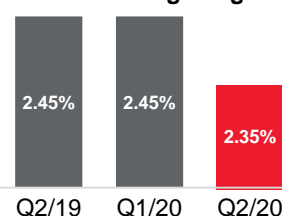
Return on Equity



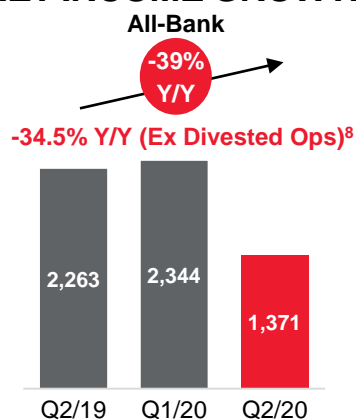
CET1 Capital Ratio⁹



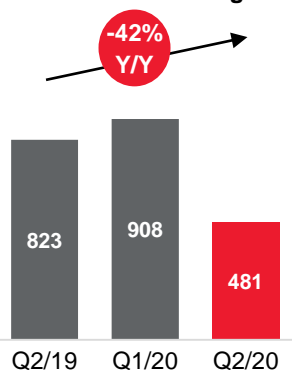
Core Banking Margin



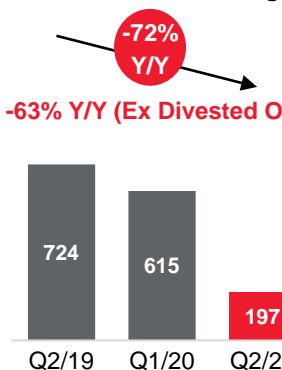
Q2/20 NET INCOME GROWTH³



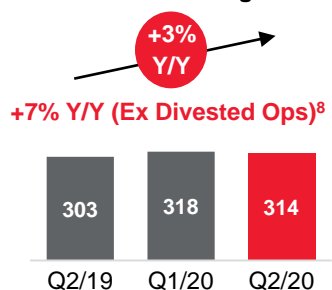
Canadian Banking⁴



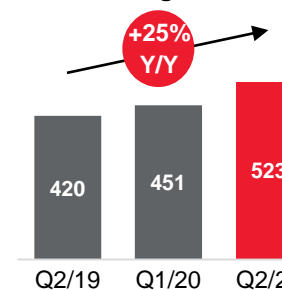
International Banking⁴



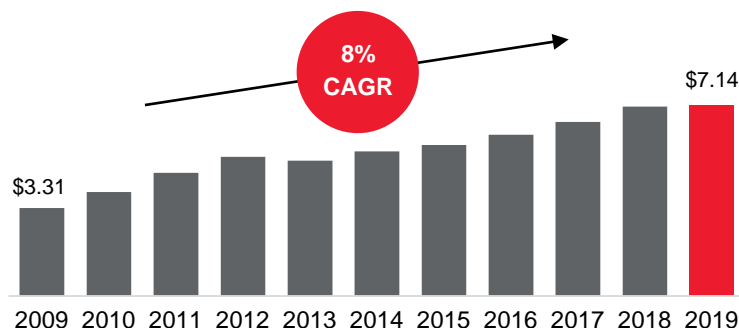
Global Wealth Management⁴



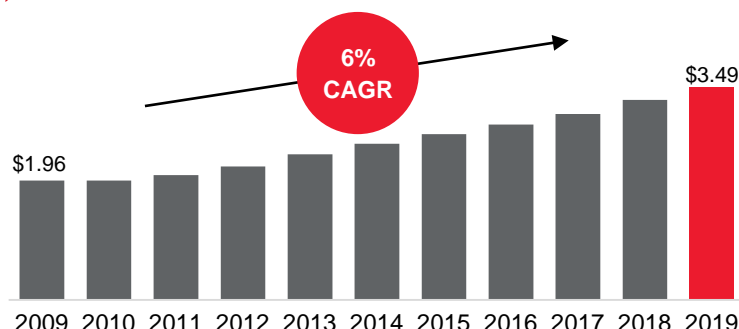
Global Banking and Markets⁴



ANNUAL DILUTED EPS GROWTH¹²



ANNUAL DIVIDEND GROWTH



SENIOR DEBT CREDIT RATINGS⁵

Agency	Legacy Senior Debt	Bail-Inable Debt	Outlook
DBRS	AA	AA (low)	Stable
Fitch	AA	AA-	Negative
Moody's	Aa2	A2	Stable
S&P	A+	A-	Stable

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¹ Excludes Other segment

² For the 3 months ended April 30, 2020

³ Adjusted for Acquisition and divestiture-related amounts, and impairment charge on software asset

⁴ Adjusted net income attributable to equity holders of the Bank

⁵ As at April 30, 2020

⁶ Adjusted for Acquisition and divestiture-related amounts, ACL for the additional scenario, derivative valuation adjustment and impairment charge on software asset

⁷ For the 6 months ended April 30, 2020

⁸ Refer to Note 21 in the financial statements for the list of divested operations that have closed

⁹ Employees are reported on a full-time equivalent basis

¹⁰ The compound annual return for a common share, which includes share price appreciation and reinvested dividends as at April 30, 2020. Source: Thomson Reuters

¹¹ Reflects all-in approach

¹² Excludes notable items for years prior to 2016. For 2016 onwards, results adjusted for acquisition and divestiture-related costs including Day 1 PCL impact on acquired performing loans, integration and amortization costs related to current acquisitions and amortization of intangibles related to current and past acquisitions

CANADIAN BANKING

Q2 2020

OUR BUSINESS

Canadian Banking provides a full suite of financial advice and banking solutions, supported by an excellent customer experience, to Retail, Small Business, Commercial Banking customers. Canadian Banking also provides an alternative self-directed banking solution to over 2 million Tangerine Bank customers.

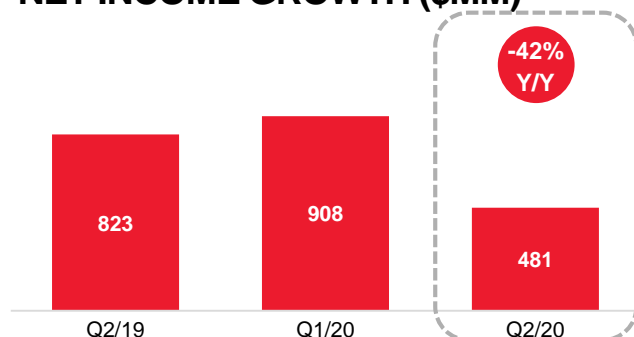
STRATEGIC PRIORITIES

- **Improve Sustained Business Performance:** Invest to grow the higher ROE businesses, including Business Banking, to deliver consistent and stable long-term earnings growth.
- **Instill a Winning Team Culture:** Engage employees through a RESULTS (Revenue, Earnings, Simplify, Urgency, Listen, Trust, Support) focused culture.
- **Superior Customer Experience:** Develop deeper household relationships for our customers across Canada by providing differentiated focus and service to drive loyalty and engagement.
- **Scale our unique partnerships and assets:** Leverage our long-term partnerships and assets like MLSE, Scene and Wealth businesses to generate growth across our division.

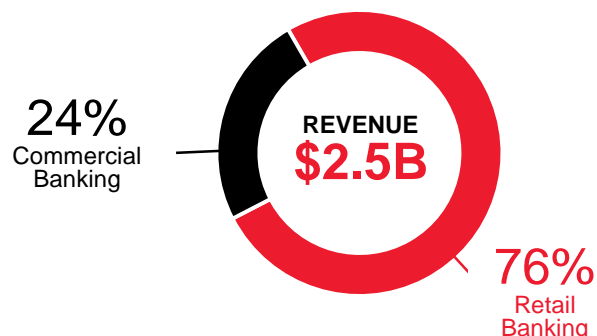
MEDIUM-TERM FINANCIAL OBJECTIVES

	Target
Net Income Growth ³	5%+
Productivity Ratio ⁴	<44%
Operating Leverage ⁴	Positive

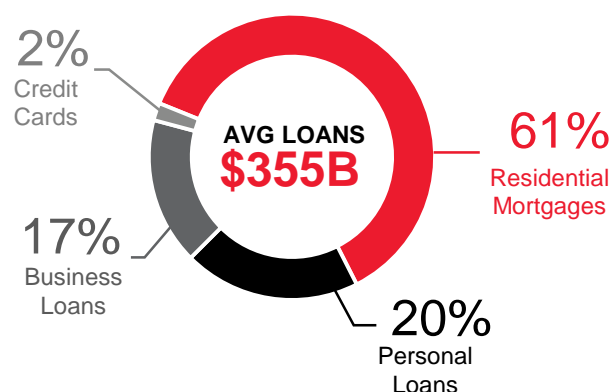
NET INCOME GROWTH (\$MM)^{1,2}



BUSINESS LINES^{3,4}

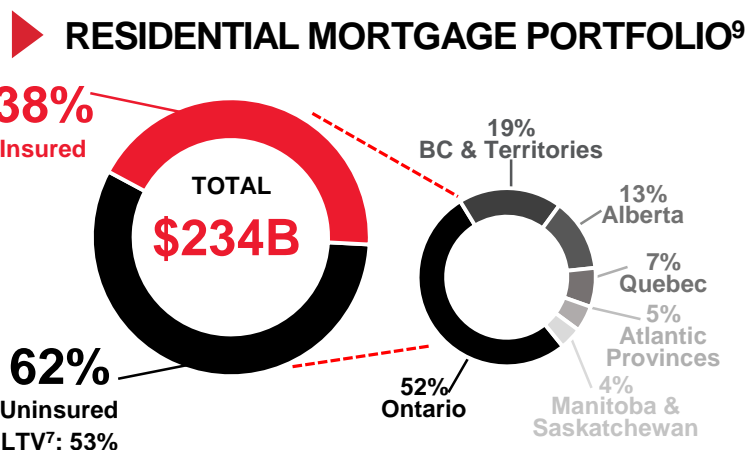
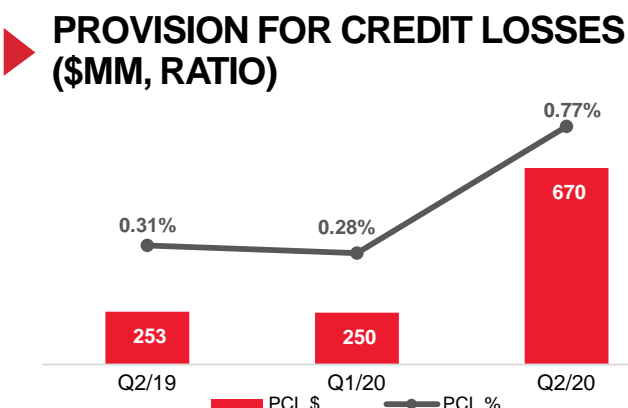
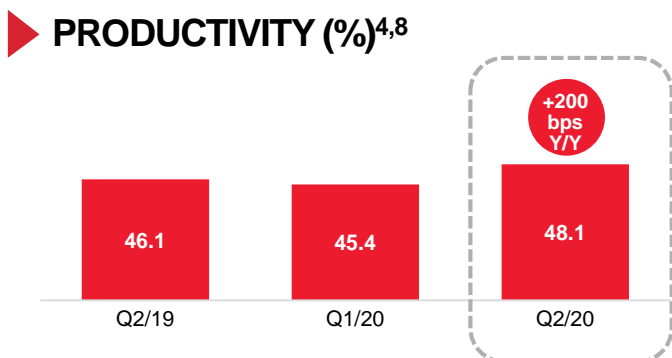
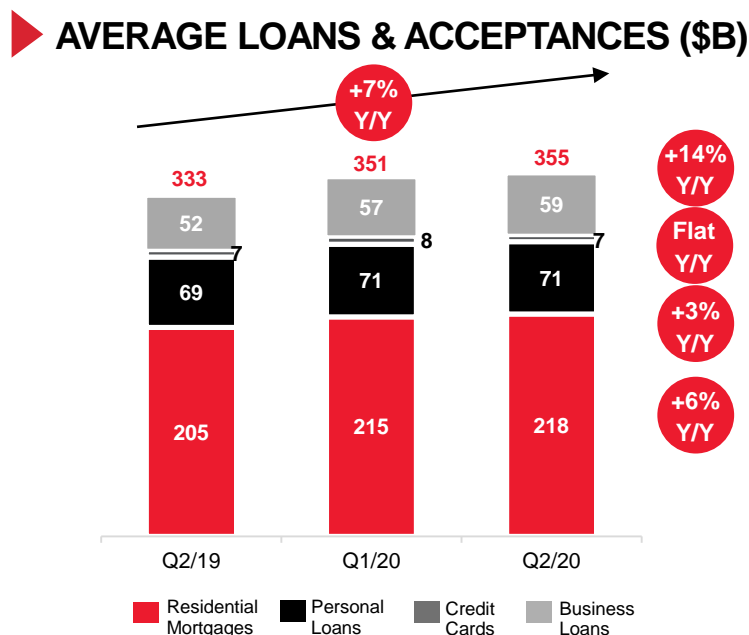
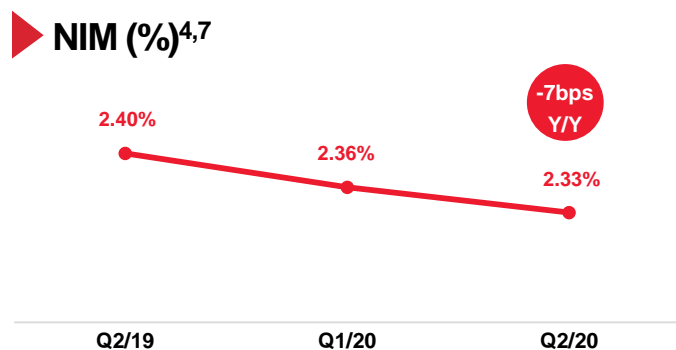


AVERAGE LOAN MIX³



KEY FINANCIAL INFORMATION^{1,3}

Growth (Y/Y)	Canadian Banking
Revenue Growth⁴	Flat
<i>NIM⁴</i>	2.33% (-7bps)
<i>Average Loan Growth</i>	+7%
Expense Growth⁴	+4%
<i>Productivity Ratio⁴</i>	48.1% (+200bps)
<i>Operating Leverage⁴</i>	-4.4%
PCL Growth	+165%
<i>PCL Rate</i>	0.77% (+46bps)
Net Income²	-42%
<i>Total Average Assets</i>	+7%
<i>Total Average Deposits</i>	+4%
Branches⁵	949 (-1%)
Employees^{5,6}	18,755 (+5%)



► CONTACT INFORMATION

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¹ Adjusted for Acquisition-related costs
² For the 3 months ended April 30, 2020
³ Attributable to equity holders of the Bank
⁴ Reflects adoption of new leases accounting standard, IFRS 16
⁵ As at April 30, 2020
⁶ Employees are reported on a full-time equivalent basis
⁷ Net Interest Income (TEB) as % of Average Earning Assets excluding Bankers Acceptances
⁸ Adjusted for Acquisition-related costs and impact of additional pessimistic scenario
⁹ LTV calculated based on the total outstanding balance secured by the property. Property values indexed using Teranet HPI data

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INTERNATIONAL BANKING

Q2 2020

▶ OUR BUSINESS

The International Banking division has a strong and diverse franchise with more than 11 million Retail, Corporate, and Commercial customers. International Banking's geographical footprint focused on the Pacific Alliance countries of Mexico, Peru, Chile and Colombia, and supported by solid, mature and profitable business in Central America and the Caribbean.

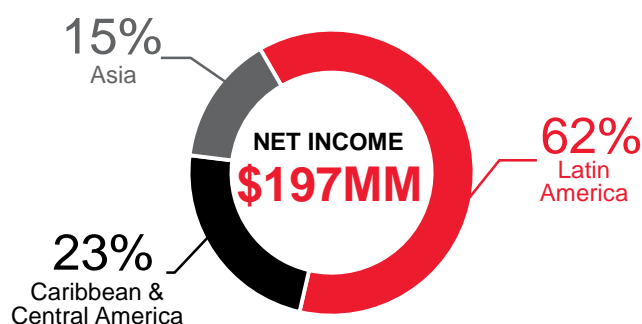
▶ STRATEGIC PRIORITIES

- **Optimize Footprint:** Continue executing with discipline announced acquisitions and divestitures to enhance the risk profile of our portfolio and improve quality of our earnings
- **Lead in Customer Experience and Digital:** Continue accelerating our digital transformation to amplify business impact and continue deploying digital solutions to other channels to optimize our distribution model
- **Accelerate Growth Drivers:** Leverage new strategic partnership to accelerate insurance growth, scale our Capital Markets business in the Pacific Alliance and build our Wealth business with focus in affluent customer segment

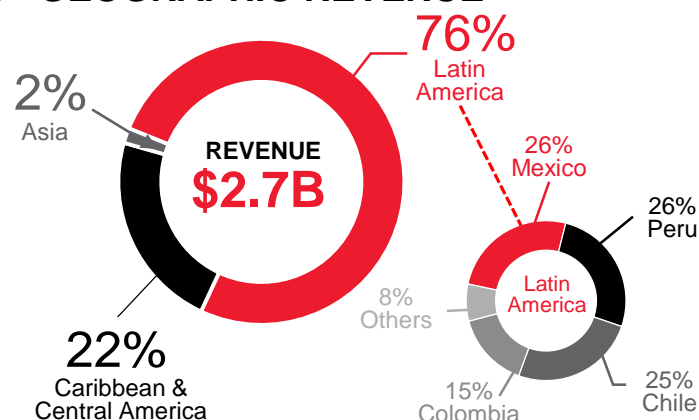
▶ MEDIUM-TERM FINANCIAL OBJECTIVES

	Target
Net Income Growth ¹	9%+
Productivity Ratio	<50%
Operating Leverage	Positive

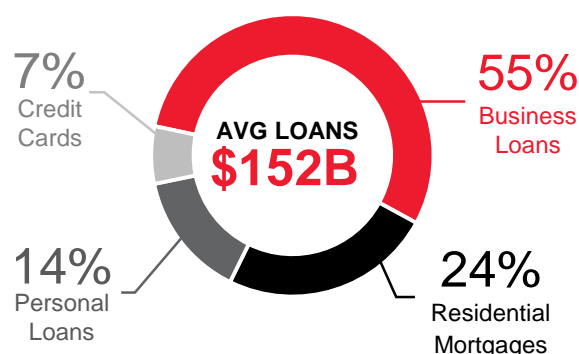
▶ NET INCOME BY REGION^{1,2,3}



▶ GEOGRAPHIC REVENUE³



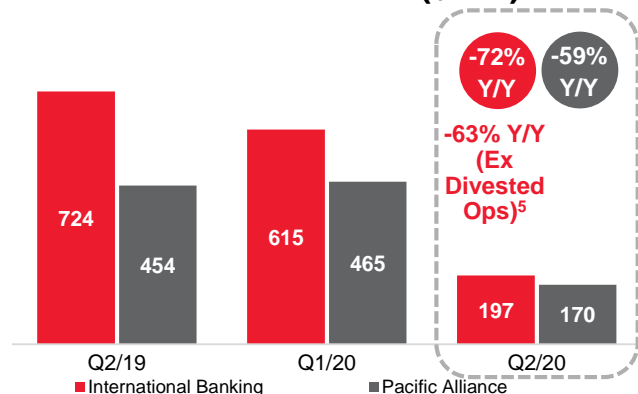
▶ AVERAGE LOAN MIX³



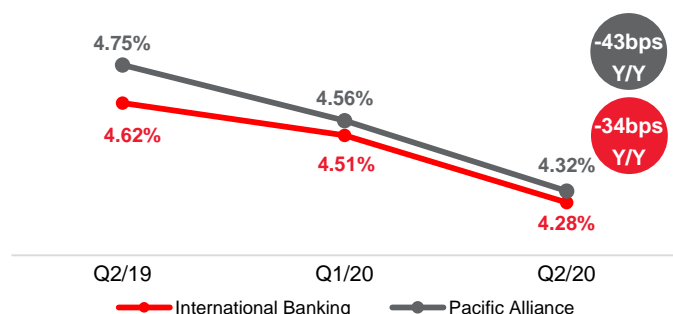
▶ KEY FINANCIAL INFORMATION^{2,3,4}

Growth (Y/Y)	International Banking
Revenue Growth ⁸	-9%
<i>NIM⁷</i>	+2.0% (Ex Divested Ops.) ⁵
Expense Growth ⁸	-3%
<i>Productivity Ratio⁸</i>	+2.0% (Ex Divested Ops.) ⁵
<i>Operating Leverage⁸</i>	52.5% (+270bps)
<i>PCL Growth</i>	+10bps (Ex Divested Ops.) ⁵
<i>PCL Rate</i>	-4.6%
<i>Net Income¹</i>	-0.3% (Ex Divested Ops.) ⁵
<i>Total Average Loans</i>	+133%
<i>Total Average Deposits</i>	2.78% (+147bps)
<i>Branches⁹</i>	-72%
<i>Employees^{6,9}</i>	-63% (Ex Divested Ops.) ⁵
	+6%
	+3%
	1,748 (-9%)
	52,318 (-9%)

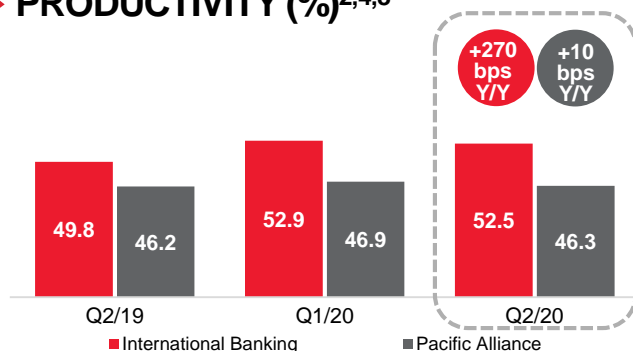
▶ NET INCOME GROWTH (\$MM)^{1,2,4,10}



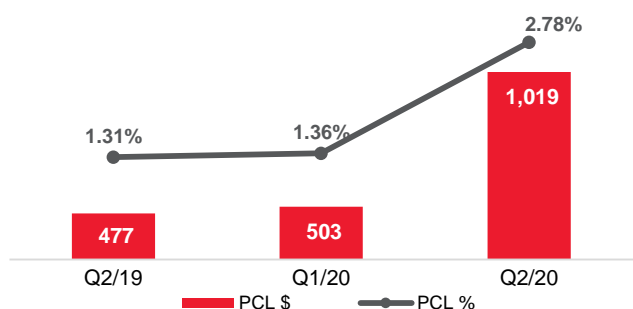
▶ NIM (%)^{7,8}



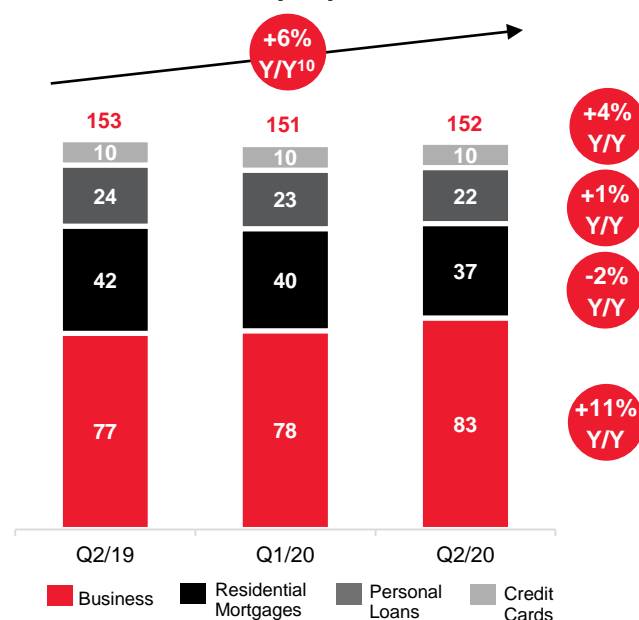
▶ PRODUCTIVITY (%)^{2,4,8}



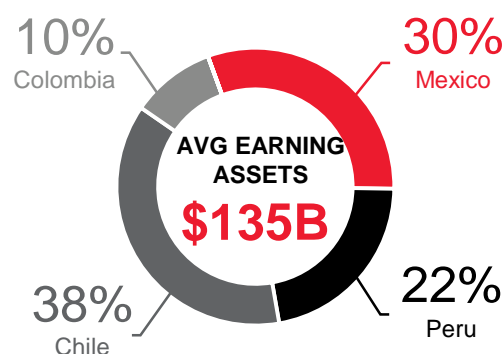
▶ PROVISION FOR CREDIT LOSSES (\$MM, RATIO)¹⁰



▶ AVERAGE LOANS & ACCEPTANCES (\$B)⁴



▶ AVERAGE EARNING ASSETS BY COUNTRY IN PACIFIC ALLIANCE³



▶ CONTACT INFORMATION

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- ¹ Attributable to equity holders of the Bank
- ² Adjusted for Acquisition and Divestiture-related amounts
- ³ For the 3 months ended April 30, 2020
- ⁴ Y/Y growth rates (%) are on a constant \$ basis, while metrics and change in bps are on a reported basis
- ⁵ Refer to Note 21 in the financial statements for the list of divested operations that have closed
- ⁶ Employees are reported on a full-time equivalent basis
- ⁷ Net Interest Income (TEB) as % of Average Earning Assets excluding Bankers Acceptances
- ⁸ Reflects adoption of new leases accounting standard, IFRS 16
- ⁹ As at April 30, 2020
- ¹⁰ Adjusted for Acquisition and Divestiture-related amounts and impact of additional pessimistic scenario

GLOBAL WEALTH MANAGEMENT

Q2 2020

OUR BUSINESS

Global Wealth Management is focused on delivering comprehensive wealth management advice and solutions to clients across Scotiabank's footprint. Global Wealth Management serves over 2.5 million investment fund and advisory clients across 14 countries – managing over \$470 billion in assets.

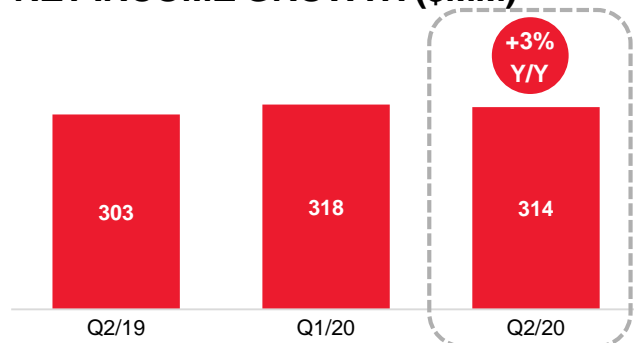
STRATEGIC PRIORITIES

- **Maximize growth in asset management and advisory businesses** by delivering superior investment management results to investors across our distribution network; and delivering integrated wealth management solutions for clients with complex needs.
- **Leverage our acquisitions to grow in new segments** including institutional mandates in Canada and internationally; and deliver value added wealth management services to Jarislowsky Fraser and MD Financial clients.
- **Expand international capabilities and offering** to deliver investment solutions and wealth management advice to new clients in priority markets.

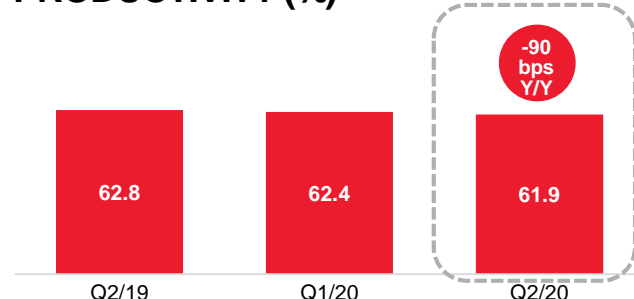
MEDIUM-TERM FINANCIAL OBJECTIVES

	Target
Net Income Growth ³	8%+
Productivity Ratio ⁴	<65%
Operating Leverage ⁴	Positive

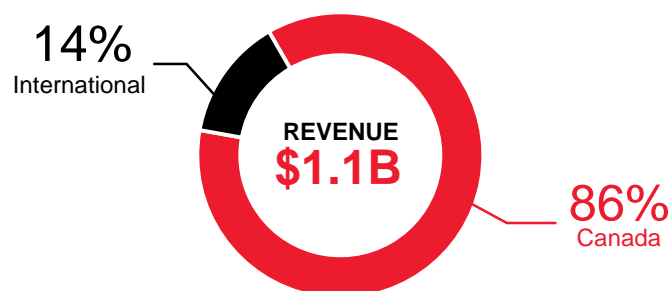
NET INCOME GROWTH (\$MM)^{2,3}



PRODUCTIVITY (%)^{2,4}



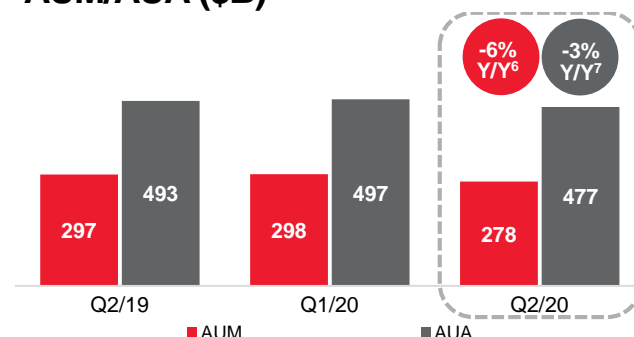
REVENUE BY GEOGRAPHY¹



KEY FINANCIAL INFORMATION^{1,2}

Growth (Y/Y)	Global Wealth Management
Revenue Growth ⁴	+1%
Expense Growth ⁴	-1%
Productivity Ratio ⁴	61.9% (-90bps)
Operating Leverage ⁴	+1.4%
Net Income ^{2,3}	+3%
Employees ⁵ – In Canada	5,894 (+2%)
Employees ⁵ – Outside Canada	1,343 (-41%)

AUM/AUA (\$B)



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¹ For the 3 months ended April 30 2020

² Adjusted for Acquisition-related costs and impact of additional pessimistic scenario

³ Attributable to equity holders of the Bank

⁴ IFRS 16 was adopted prospectively effective November 1, 2019 (Q1/20), prior period amounts have not been restated and are not comparable

⁵ Employees are reported on a full-time equivalent basis

⁶ Global Wealth Management AUM down 1% excluding the impact of divestitures

⁷ Global Wealth Management AUA flat excluding the impact of divestitures

GLOBAL BANKING AND MARKETS

Q2 2020

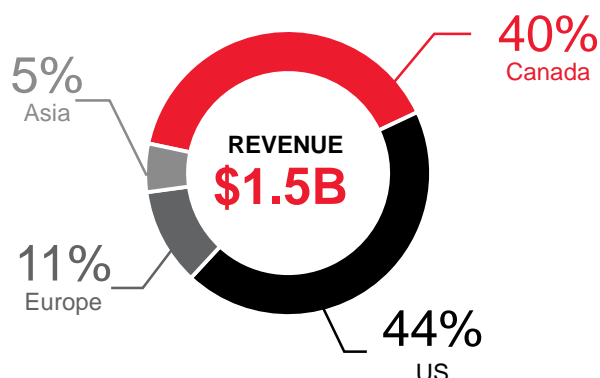
OUR BUSINESS

Global Banking and Markets (GBM) provides corporate clients with lending and transaction services, investment banking advice and access to capital markets. GBM is a full-service wholesale bank in the Americas, with operations in 21 countries, serving clients across Canada, the United States, Latin America, Europe and Asia-Pacific.

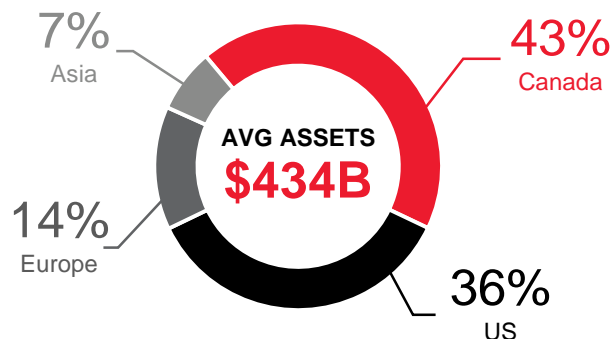
STRATEGIC PRIORITIES

- **Client Focus:** Increase our relevance to our corporate clients and drive alignment of resources with the most significant revenue opportunities, to capture more of the non-lending wallet
- **Strengthen our capital markets offering:** Enhance distribution and product capabilities and deepen institutional relationships
- **Build on our presence in the Americas:** Enhance our franchise in Canada, continue to pursue targeted, phased growth in the U.S., create a top-tier local and cross-border Pacific Alliance business, and leverage Europe and Asia for distribution of our Americas product in support of our corporate clients

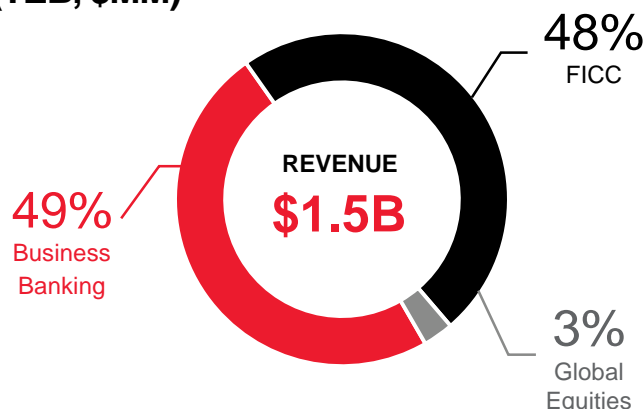
GEOGRAPHIC REVENUE (TEB, \$MM)^{1,2}



ASSETS BY GEOGRAPHY^{1,2}



REVENUE BY BUSINESS LINE (TEB, \$MM)^{1,2}



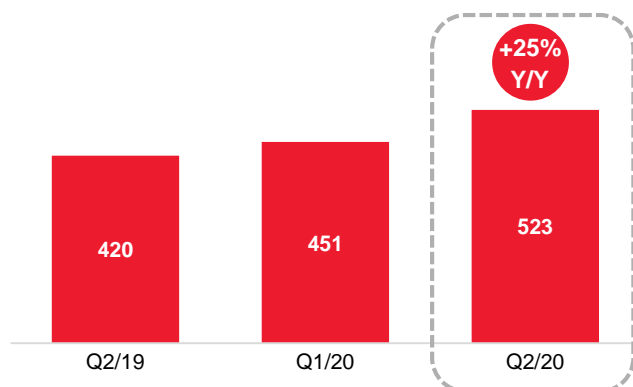
KEY FINANCIAL INFORMATION^{1,2}

	Growth (Y/Y)
Revenue Growth⁴	+27%
Average Loan Growth	+20%
Expense Growth⁴	+4%
Productivity Ratio ⁴	42.2% (-940bps)
Operating Leverage ⁴	+23%
PCL Growth	N/A
PCL Rate	0.54% (+56bps)
Net Income⁵	25%
Total Average Assets	+20%
Total Average Deposits	+33%
Employees^{6,7}	2,412 (+4%)

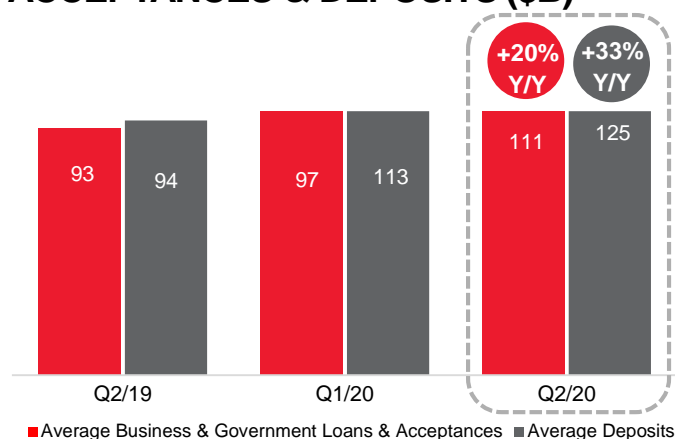
Business Highlights

- Quickly and safely mobilized teams globally to work-from-home, while maintaining connectivity with clients and the ability to provide full access to products and services
- Supporting clients through the crisis resulted in strong loan and deposit growth, and leading new issuance transactions in an active DCM market
- Strong quarter driven by Fixed Income and Commodity Derivatives, benefitting from overall increase in market volatility and client activity
- Strategic Alignment: Continued, steady progress on driving further strategic alignment in focus areas:
 - Corporate and Investment Banking
 - Global Capital Markets Strategy and Governance Model; and
 - GCM Transformation Program in the Pacific Alliance

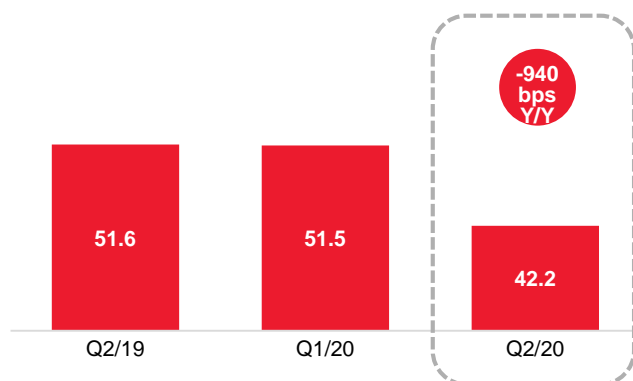
▶ NET INCOME GROWTH (\$MM)^{3,4}



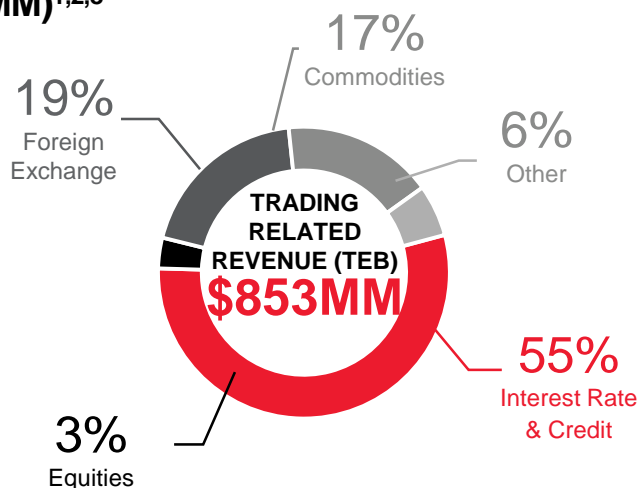
▶ AVERAGE LOANS AND ACCEPTANCES & DEPOSITS (\$B)



▶ PRODUCTIVITY (%)^{3,4}



▶ TRADING-RELATED REVENUE (TEB, \$MM)^{1,2,8}



▶ CONTACT INFORMATION

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¹ For the 3 months ended April 30, 2020

² GBM LatAm revenue contribution and assets are reported in International Banking's results

³ Adjusting for the derivative valuation adjustment and the additional forward-looking economic scenario

⁴ Reflects adoption of new leases accounting standard, IFRS 16

⁵ Attributable to equity holders of the Bank

⁶ Employees are reported on a full-time equivalent basis

⁷ As at April 30, 2020

⁸ All-Bank trading-related revenue

PACIFIC ALLIANCE COUNTRIES

Q2 2020

WHAT IS IT?

The Pacific Alliance countries (or "PACs") comprise of **Mexico, Peru, Chile and Colombia**. It is a regional trade bloc created in 2011 by the four countries that seeks the free movement of goods, services, capital and people.

Scotiabank believes the Pacific Alliance region offers excellent opportunities for growth with pro-business policies, favourable demographics, increasing banking penetration, good economic growth, low consumer indebtedness and stable banking systems.



POPULATION

	PACs Total	Canada	Other EM ⁵ Average	G7 Average
Population ¹	~225MM	37MM	n.a.	n.a.
Proj. Population Growth ²	0.9%	0.8%	0.6%	0.3%
Median Age ⁴	30 years old	42 years old	33 years old	42 years old

- The aggregate population in the PACs is 6x the population in Canada and the projected population growth in the PACs outpaces Canada, other EM⁵ and G7 average in the next 5 years
- The median age of population in the PACs is relatively young at 30, providing favourable demographics for growth in banking services

GOVERNMENT

	Mexico	Peru	Chile	Colombia
President	Andrés Manuel López Obrador	Martín Vizcarra	Sebastián Piñera	Iván Duque Márquez
Election Cycle (Next)	Six-Year (2024)	Five-Year (2021)	Four-Year (2021)	Four-Year (2022)

Financial Stability

Sovereign Credit Rating	Moody's: Baa1 S&P: BBB Fitch: BBB-	Moody's: A3 S&P: BBB+ Fitch: BBB+	Moody's: A1 S&P: A+ Fitch: A	Moody's: Baa2 S&P: BBB- Fitch: BBB-
CB Inflation Targeting (Year of adoption)	2001	2002	1999	1999

Fiscal Data ¹	PACs Average	Other EM ⁵ Average	G7 Average
Debt/GDP	40%	67%	115%
Fiscal Deficit /GDP	-1.6%	-2.9%	-2.3%

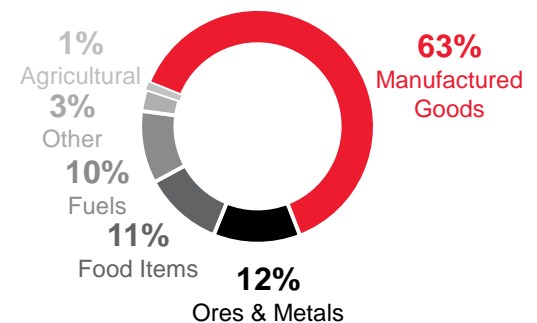
ECONOMY

PACs GDP & Income Level

	PACs Total	Canada	PACs vs. Canada
Proj. GDP Growth ³	3.3%	1.7%	2.0x
GDP World Rank ³	6th	11th	6th vs. 11th

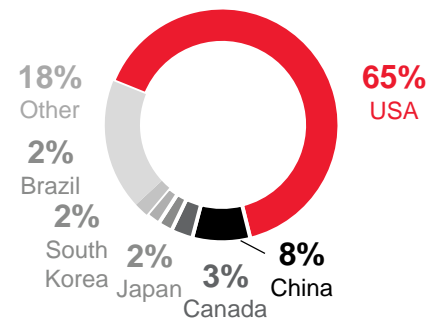
- The World Bank¹ categorizes countries' Income Group into 4 levels: Low Income, Lower Middle Income, Upper Middle Income and High Income
- Chile is rated as High Income (same as Canada) and Mexico, Peru and Colombia as Upper Middle Income

PACs Exports⁶



- Manufacturing is the largest source of exports for the PACs at 63%. Metals and Fuels represent 22%
- Highlights:** Mexico is the largest exporter of flat-screen TVs in the world, and the third-largest exporter of computers. Chile is the 5th largest exporter of wine in the world, ranking ahead of both the U.S. and New Zealand

PACs Trading Partners⁶









- The US, China and Canada are the PACs' largest trading partners, representing 76% of exports

PACIFIC ALLIANCE COUNTRIES

Q2 2020

BUSINESS ENVIRONMENT

Country	HDI Score Rank ⁷ Category (Rank)	Banking Penetration ¹ (% of ages 15+)	Foreign Direct Investment ¹ / % of GDP ¹
	High (76)	37%	\$37.5B / 3.1%
	High (82)	43%	\$6.5B / 2.9%
	Very High (42)	74%	\$6.1B / 2.0%
	High (79)	46%	\$11.5B / 3.5%
	Very High (13)	100%	\$46.5B / 2.7%
	Very High (15)	93%	\$258.4B / 1.3%

- The Human Development Index (HDI) ranks 189 countries with regards to the average achievement in key dimensions of human development: a long and healthy life, being knowledgeable and have a decent standard of living. The countries are categorized into 4 levels⁷: Low, Medium, High, Very High
- Banking penetration levels indicated by account ownership at a financial institution or with a mobile-money-service provider (% of population ages 15+)

CONTACT INFORMATION

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¹ Source: World Bank 2017-2018; Debt/GDP: IMF 2019; Fiscal Deficit: CEIC Data 2018-2019

² Population growth: Population Estimates and Projections, World Bank Group, 2019-2024 average projected growth rate

³ GDP growth: IMF, average of 2019-2024 projected growth rate (as of April 2019); GDP Rank: IMF 2018

⁴ Median Age: The World Factbook, CIA 2018

⁵ EM countries include: Argentina, Brazil, China, Greece, India, Indonesia, Poland, South Africa, Turkey, and Russia

⁶ Source: Scotiabank Economics, United Nations Conference on Trade and Development (UNCTAD) 2018; IMF (2019)

⁷ Source: United Nations Development Programme (UNDP) 2019

For more information, please refer to: <http://hdr.undp.org/sites/default/files/hdr2019.pdf>

⁸ Ranking based on publicly traded banks by total loans market share as of March 2020, inc. M&A

⁹ For the 3 months ended April 30, 2020

¹⁰ For the trailing 12 months ended April 30, 2020 on a reported currency basis

¹¹ Adjusted results

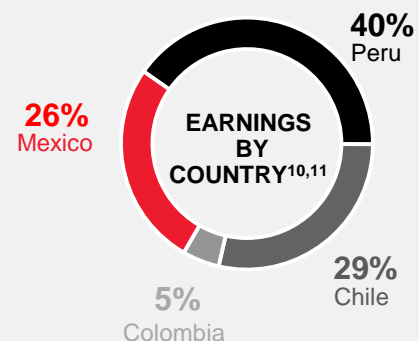
¹² Employees are reported on a full-time equivalent basis, as of April 30, 2020

SCOTIABANK IN THE PACs

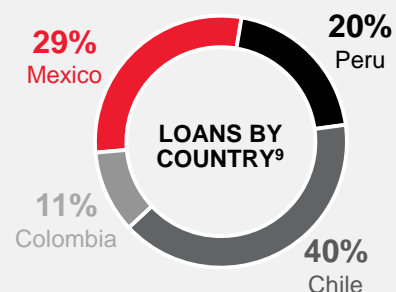
Key Financial Highlights

				
Scotiabank Market Share ⁸	7.7%	17.9%	14.2%	5.9%
Market Share Ranking ⁸	5 th	3 rd	3 rd	6 th
Average Total Loans ⁹ (C\$B)	\$32.7	\$22.8	\$45.3	\$11.9
Revenue ¹⁰ (C\$B)	\$2.2	\$2.2	\$2.2	\$1.4
Net Income after NCI ^{10,11} (C\$MM)	\$408	\$624	\$441	\$73
ROE ^{9,11}	3.0%	9.5%	5.4%	(3.8%)
# of Employees ¹²	12,299	11,591	8,427	7,150

Earnings Composition



Average Total Loans



TECHNOLOGY

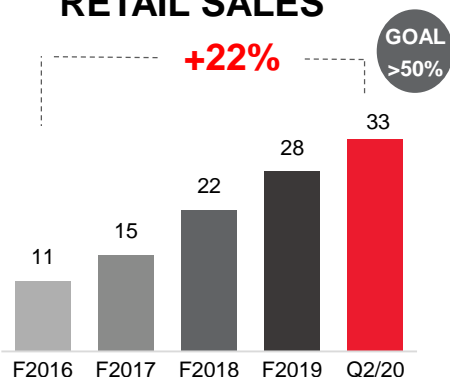
Q2 2020

Technology includes our efforts in digital, core technology infrastructure and data and analytics. Our 2019 investment of \$3.6 billion is focused on driving growth, providing a better customer experience, improving efficiency and helping to manage risk better. We now have fully operational Digital Factories in Toronto, Mexico, Peru, Chile and Colombia. All 5 countries continue to make good progress against our digital targets.

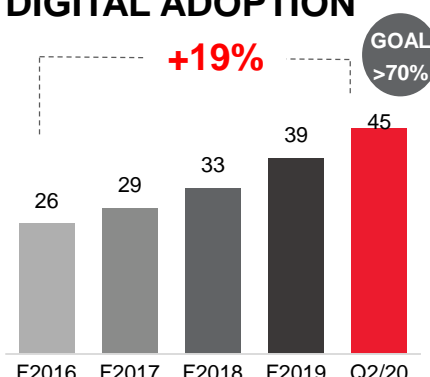


- **Canada:** >40% of payment deferral requests processed on-line
- **Pacific Alliance:** >80% of payment deferral requests processed on-line

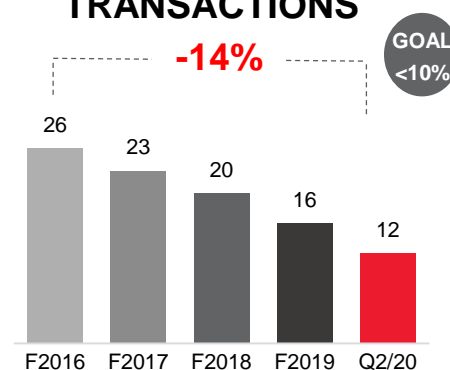
ALL BANK DIGITAL RETAIL SALES



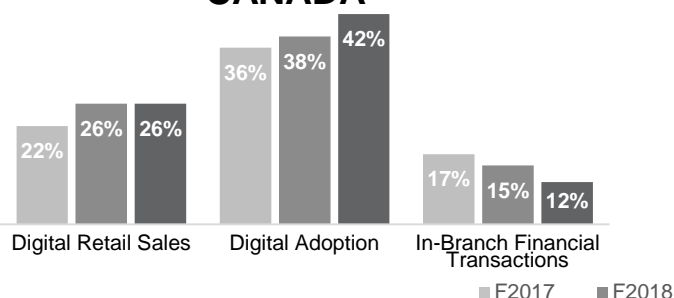
ALL BANK DIGITAL ADOPTION



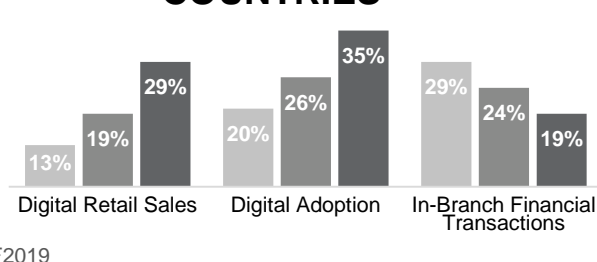
IN-BRANCH FINANCIAL TRANSACTIONS



CANADA



PACIFIC ALLIANCE COUNTRIES



2019 HIGHLIGHTS

- **Built a strong, scalable technology foundation and leverage our technology investments to accelerate delivery of value to the business:** new core banking platform in Mexico is same as in Chile, and will be rolled out to Colombia
- **Committed to being a cloud-first bank:** steadily move applications and infrastructure to the Cloud to further bring down costs, improve agility, enable analytics and deliver enhanced digital solutions to our clients
- **Security of our customer data continues to stay a top priority:** we have doubled cyber security spend in the last 4 years, leading to 30% improvement in control efficacy
- **Launched new products and capabilities across our markets:** eHome (Canada's 1st digital mortgage solution) & Nova (mobile banking application) in Canada; new digital retail branch solutions in Colombia and open APIs for mortgage approvals on e-commerce sites in Chile

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