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<td>Complementary Businesses</td>
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<td>Adrian Lezama</td>
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Questions & Answers
Four Key Strategic Initiatives

Driving sustained, profitable growth

Sales & Service
Complementary Businesses
Efficiency Platform
Acquisitions

People
Sales & Service

- SBTT’s response to the challenges in our industry today
- a new way to sell to and service our customers
  - needs-based, NOT product-based
  - long-term and relationship-focused
  - more capacity for Sales Officers to focus on relationship building
- a structural platform and a new branch environment that allow staff to be more focused, productive, effective and successful
- our foundation for sales and service success in the future
Sales & Service

- Tripled our capacity for sales
- Embarked on a sophisticated data-mining process to deliver an effective Customer Call Program
- Developed expertise in delivering Sales and Service to our key market segments
- Equipped our Sales Officers to better understand our customers’ financial goals and objectives
Sales & Service

Sales Process

Relationship Selling
- Proactive Contact
- Prepare for the Appointment
- Build Rapport
- Discover Needs
- Discuss Solutions
- Resolve Concerns
- Ask for the Business
- Follow Through

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Re-inforced via a number of different leadership and management activities which include:

- Daily Huddles
- Individual/Group Touchbases
- Pipeline Meetings
- Sales Management Meeting
- Regular Reward and Recognition

and most importantly “COACHING”

Coaching, that is based on:

- Improving the customer’s experience
- Sales activities
- Results
Sales & Service Technology Platform

ITP: International Teller Platform
IAP: Interactive Application Processing
TCS: Transaction Control System
Sales & Service

3-Dimensional Customer Interaction
Sales & Service

Contact Management

- Agenda Management
- Sales and Activity Tracking
- Electronic Distribution of Contact Lists
- Sales Management Reporting
- Total View
SBTT’s Vision

“To create, encourage and maintain a truly customer centric relationship focused Sales and Service organisation”
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People

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Complementary Business ScotiaLife

Rationale
- Expand range of financial solutions available to customers
- Enhance value to customer and build brand
- Diversify sources of funding
Complementary Business
ScotiaLife

- Fully integrated bancassurance model
  - Bank owns insurance company
    - Member of Scotia Insurance – the insurance arm of the Scotiabank Group
  - Sales are conducted via the bank’s distribution network
  - State-licensed and trained staff
  - Customer Relationship Management
Complementary Business
ScotiaLife

- Launched in April 2004
- Two product offerings
  - Universal life – blend of savings and insurance
  - Deferred annuity
- Group Creditor Life insurance to be marketed from fiscal 2006
Complementary Business
ScotiaLife

- Exceeded business case profit projection which assumed losses until fifth year of operation
- Surpassed projection for results in first fiscal year due to higher than expected premium income
- Continued performance in second fiscal year
Complementary Business
ScotiaLife

Road thus far

- Successful start at integrating savings and insurance into basket of products offered to customers
Complementary Business
ScotiaLife

Going forward
- Introduce more risk-based products into portfolio to diversify sources of profit e.g. group creditor life plans to be launched in 2006
- Explore alternate delivery channels e.g. direct marketing
- Continue to build brand awareness
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Scotiabank Trinidad and Tobago Limited
Efficiency Platform

Overview –
What is Shared Services?
- A delivery model to enhance customer and employee experiences.
- A distinct business unit to handle most of the support functions that are critical to the overall success of the business.
- About enabling business units to focus on their key business and customer relationships.
- Common management of important support functions/services.
- Providing two types of services – transactional processing and consultative support.
Efficiency Platform

Shared Services

- Transactional Processing
  - Centralised Retail Collections Unit
  - Processing Support Centre/ Cash Processing Unit
- Consultative Support
  - Support Services
Efficiency Platform

The Benefits of Shared Services?

“Achieve productivity gains through efficient platforms and support structures”

- Increase efficiency
- Provide the most effective service by building areas of expertise and sharing best practices
- Enhance sales and service capabilities
- Simplify the management of operations.
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Employee Development

- Educational Programmes
- Extensive Trainee Programmes
- Succession Planning
- Women’s Network
Employee Relations Strategy

- Town Hall Meetings
- Feedback/Satisfaction/Service Surveys
- Continuous Communication & Morale-Building Strategies
- Employee Action Teams
- Annual Compensation Review
Total Compensation

PAY
Learning and Development
Benefits
Work Environment

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Employer of Choice

- A holistic approach to building a work environment
- Communicate using a variety of channels
- A high value is placed on INTANGIBLES.
- Commitment to training
- Leadership development
Financial Presentation
2005 – Record Results

2005 Results vs. 2004

• EPS : 193.3¢ - up 11.65%
• ROE : 20.72% vs. 20.95%
• ROA : 2.81% vs. 2.71%
• Productivity : 45.55% vs. 46.93%

Another Dividend Increase

• + 6 cents to 80 cents

Other Achievements

• Loan Growth : $938 million or 20.4% to $5.5 billion
• $200 million bond issue

Strong Capital Ratio – 18.20%
Consolidated Profit after Tax

8 – Year CAGR * : 12.64%

$227.2 million

* Compound Annual Growth Rate
Consolidated Assets

8 - Year CAGR 8.41%

$8.7 billion

15.9%

* Compound Annual Growth Rate
Strong Loan Growth

- Retail Loans: +27.7% or $682.9 million
- Commercial Loans: +12.1% or $254.8 million
Group Concentration of Credit

Oct 31/04

- Mortgages: 27%
- Consumer: 25%
- Energy / Petro / Financial Serv: 16%
- Construction / Manuf: 12%
- Transport / Distrib Trades: 14%
- Business / Pers Serv: 6%

Oct 31/05

- Mortgages: 35%
- Consumer: 24%
- Energy / Petro / Financial Serv: 12%
- Construction: 9%
- Transport / Distri Trades: 12%
- Business / Pers Serv: 8%
Net Interest Income

8-Year CAGR: 10.71%

- '97: $191.0 million
- '98: $214.0 million
- '99: $244.0 million
- '00: $274.0 million
- '01: $305.0 million
- '02: $343.0 million
- '03: $386.0 million
- '04: $427.0 million
- '05: $467.0 million

*Compound Annual Growth Rate*
Scotiabank Trinidad and Tobago Limited

Non Interest Revenue

8 – Year CAGR - 9.84%

$162.9 million

0.3%

* Compound Annual Growth Rate

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Composition of Non Interest Revenue

Oct. 31/04
Total NIR $162.6 MM
- Comm & Corp fees 41.95%
- Retail Fees 33.40%
- Foreign Exchange 24.65%

Oct. 31/05
Total NIR $162.9 MM
- Comm & Corp fees 34.39%
- Retail Fees 36.57%
- Foreign Exchange 29.04%
Total Expenses before Loan Losses

$265.0 million

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Non Performing Loans as a % of Total Loans (excluding Provision for loan loss)
Provision for loan loss as a % of Non Performing Loans

18.74% 23.54% 28.05% 41.28% 42.22%

2001 2002 2003 2004 2005
Productivity Ratios

TOTAL EXPS/TOTAL REV.

PERSONNEL/NIR

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Consistent Dividend Growth

8 – Year CAGR: 12.58%

* Compound Annual Growth Rate
Performance Ratios

Return on Assets
Performance Ratios

Return on Equity

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Performance Ratios

Earnings per Share

Cents

<table>
<thead>
<tr>
<th>Year</th>
<th>Earnings per Share</th>
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<tbody>
<tr>
<td>2001</td>
<td>130.0 Cents</td>
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<tr>
<td>2002</td>
<td>153.0 Cents</td>
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<tr>
<td>2003</td>
<td>165.6 Cents</td>
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<tr>
<td>2004</td>
<td>173.1 Cents</td>
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<tr>
<td>2005</td>
<td>193.3 Cents</td>
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Return to Shareholders
Share price appreciation plus dividends reinvested from 2001

4 - year CAGR : 42.50%

2001 2002 2003 2004 2005

$ 14.49

$ 42.38
Comparative holding returns
(Dividend growth plus Capital appreciation for 12 month period)

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People
Questions?
The End

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