



Scotiabank Trinidad and Tobago Limited

Investor Presentation

January 6, 2006

Agenda

Opening Remarks

Richard P Young

Sales and Service

Lawrence Aquí

Complementary Businesses

ScotiaLife

Gillian Poon Ting

Efficiency Platform

Richard P Young

Human Resources

Martin de Gannes

Financial Presentation

Adrian Lezama

Closing Remarks

Richard P Young

Questions & Answers



Scotiabank Trinidad and Tobago Limited

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



Sales & Service

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

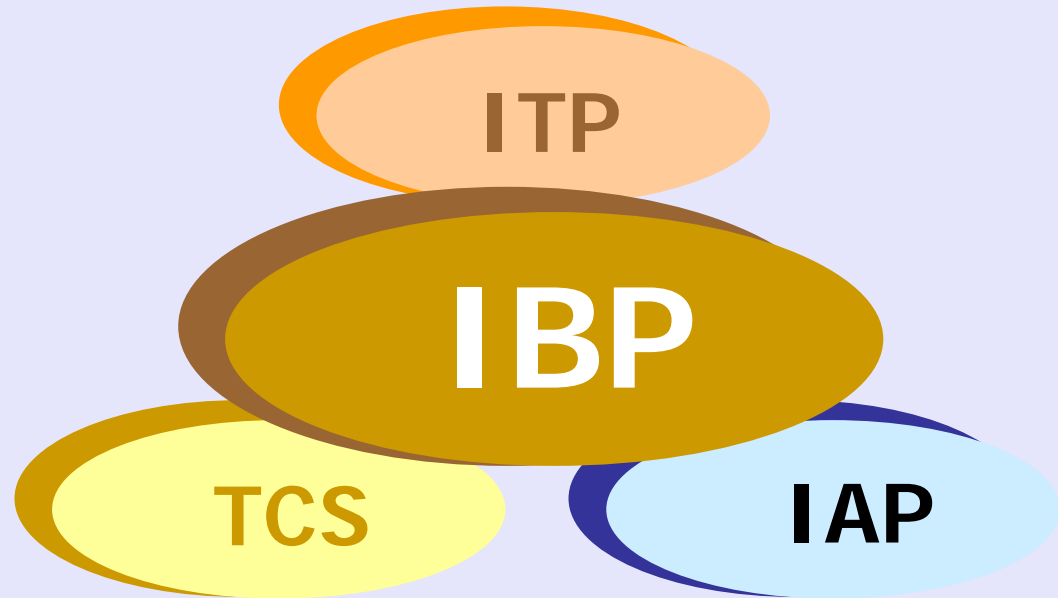
and most importantly “COACHING”

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



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Sales & Service

3-Dimensional Customer Interaction



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Sales & Service



Contact Management

- ☐ **Agenda Management**
- ☐ **Sales and Activity Tracking**
- ☐ **Electronic Distribution of Contact Lists**
- ☐ **Sales Management Reporting**
- ☐ **Total View**



Sales & Service



SBTT's Vision

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



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Complementary Business Scotiabank



Rationale

- ☐ Expand range of financial solutions available to customers
- ☐ Enhance value to customer and build brand
- ☐ Diversify sources of funding



Complementary Business Scotiabank



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

ScotiLife



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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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



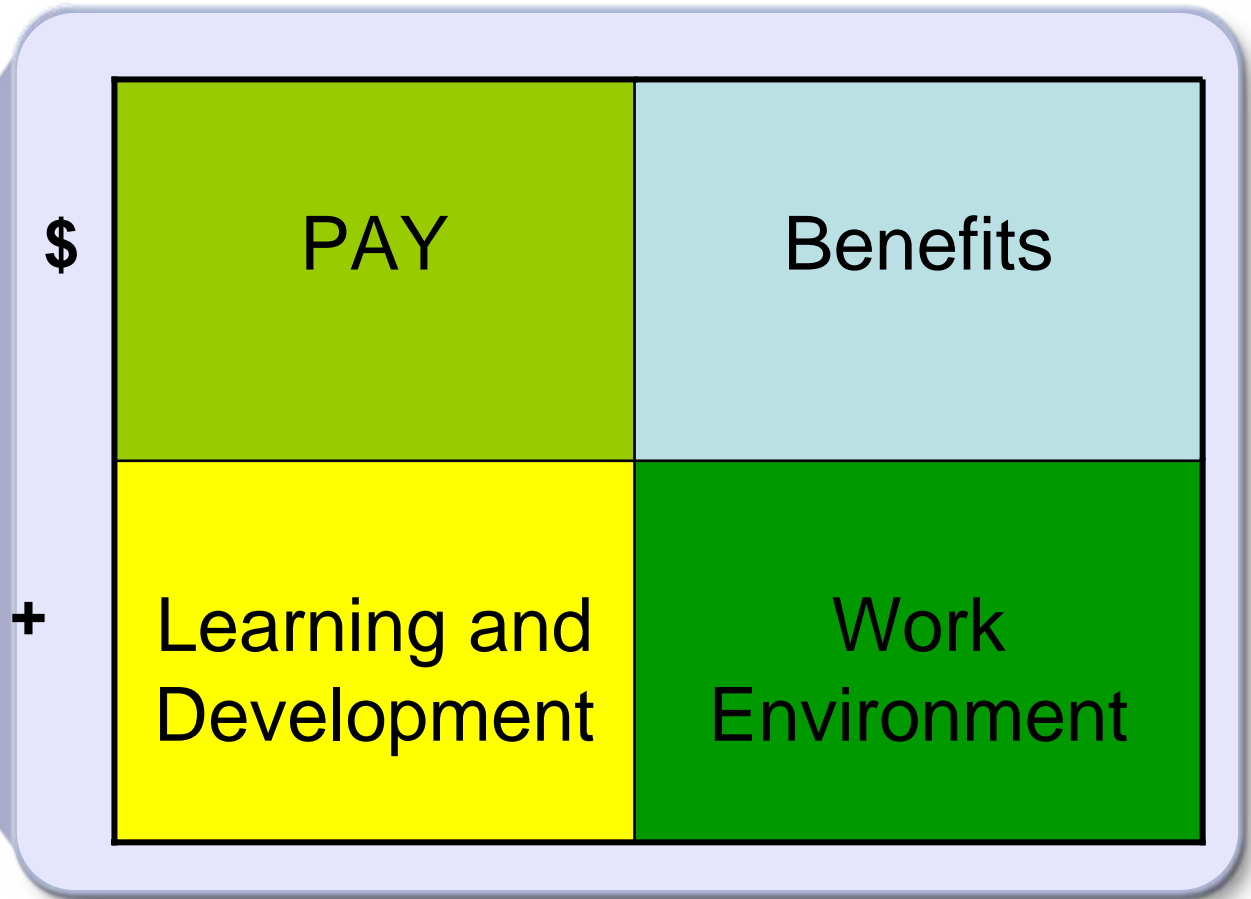
Employee Relations Strategy



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



Total Compensation



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



Scotiabank Trinidad and Tobago Limited

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

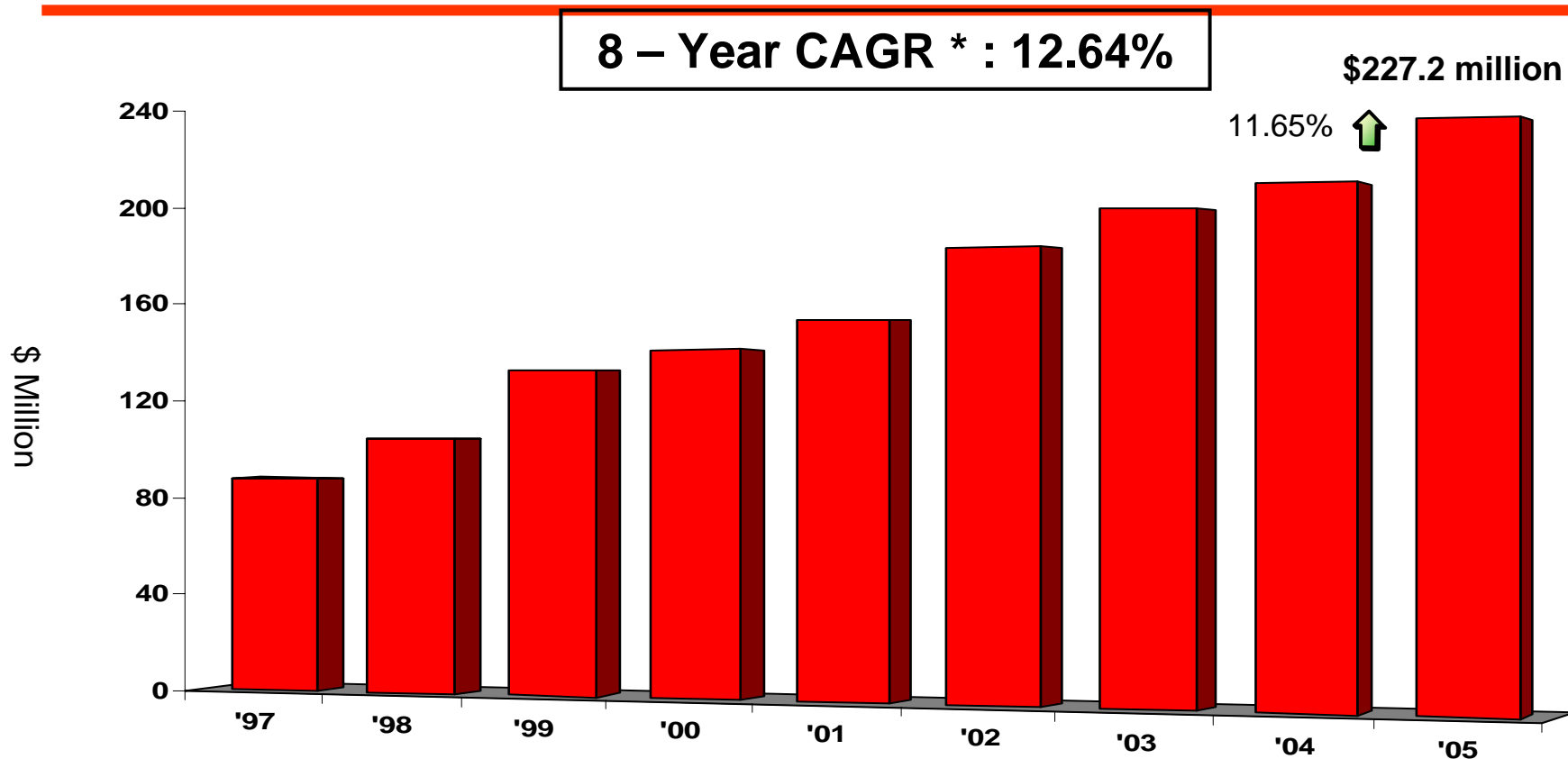
Other Achievements

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

Strong Capital Ratio – 18.20%



Consolidated Profit after Tax

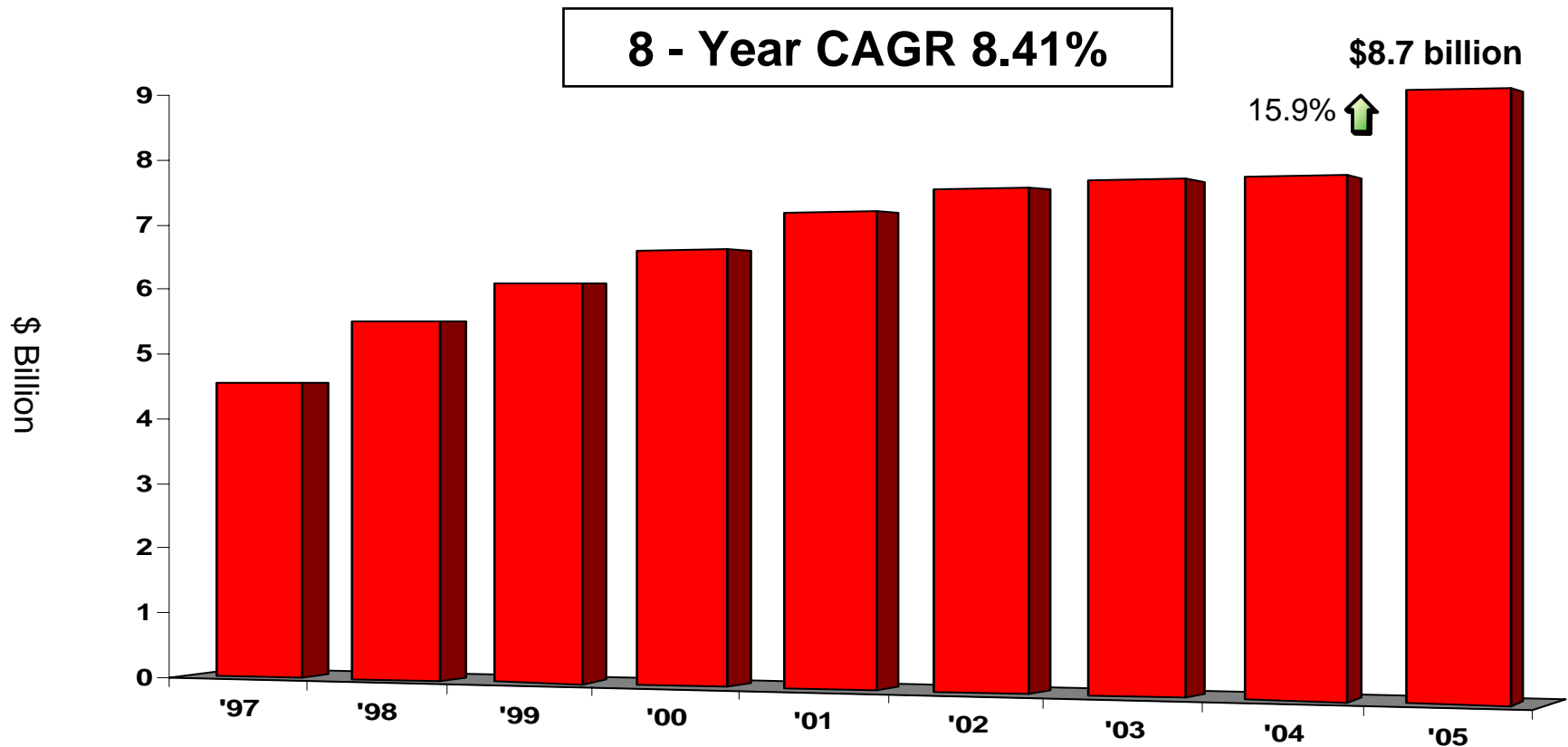


* Compound Annual Growth Rate



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Consolidated Assets

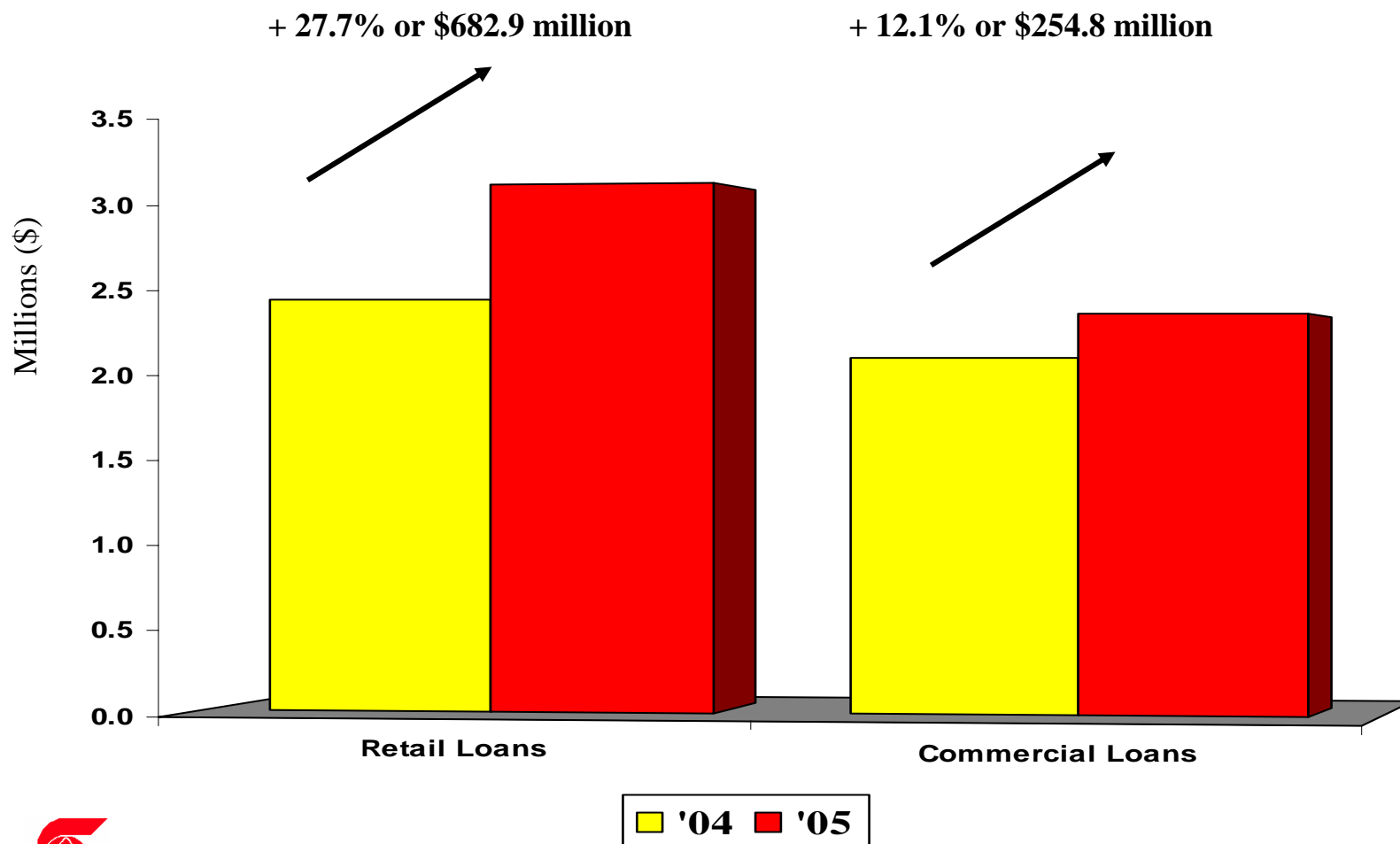


* Compound Annual Growth Rate



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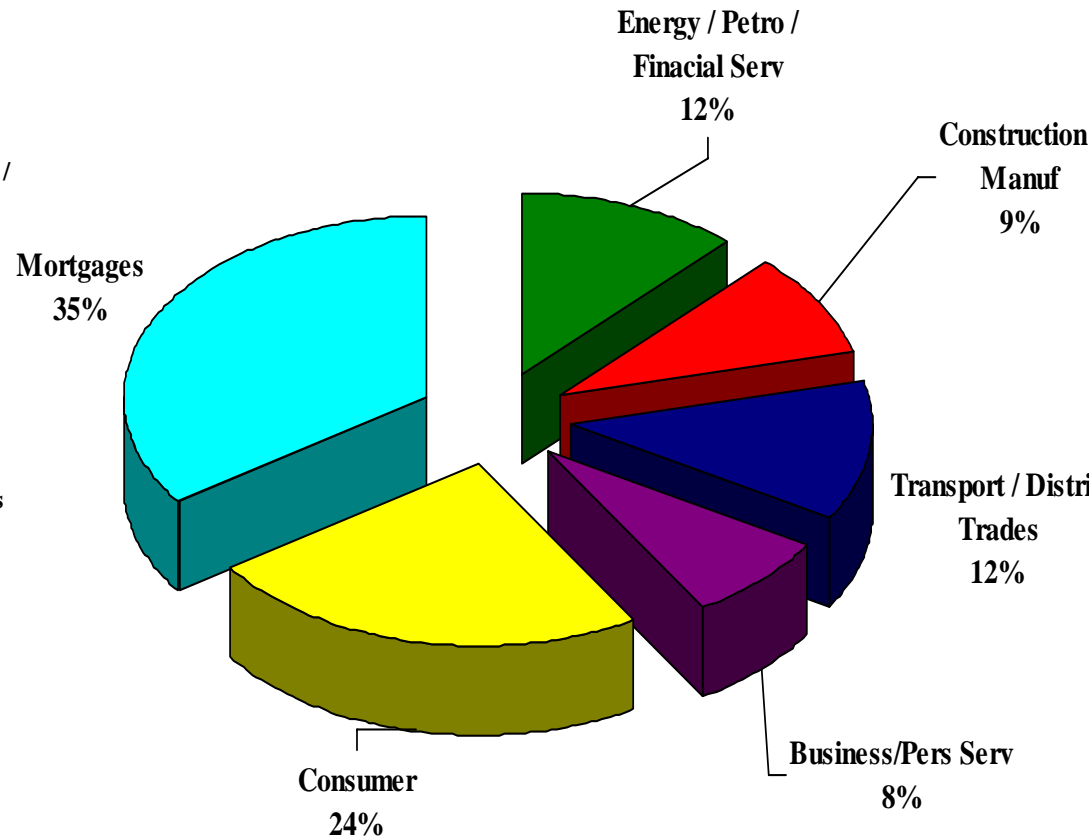
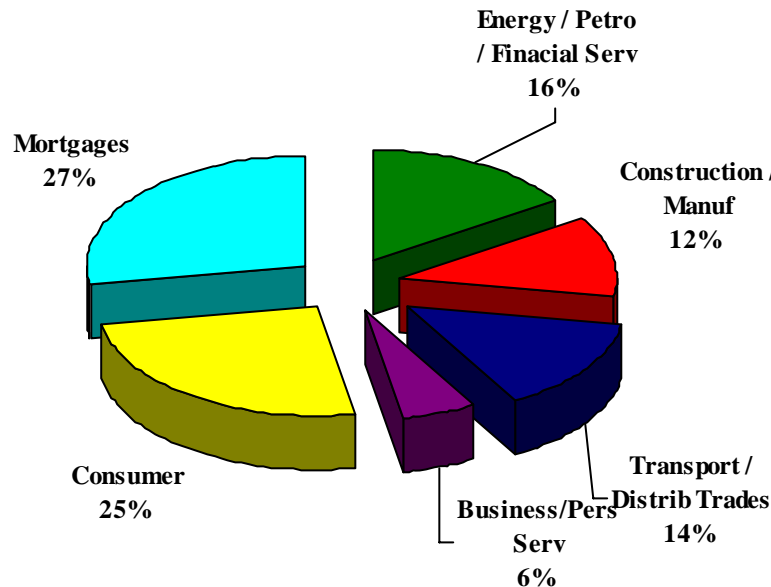
Strong Loan Growth



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Group Concentration of Credit

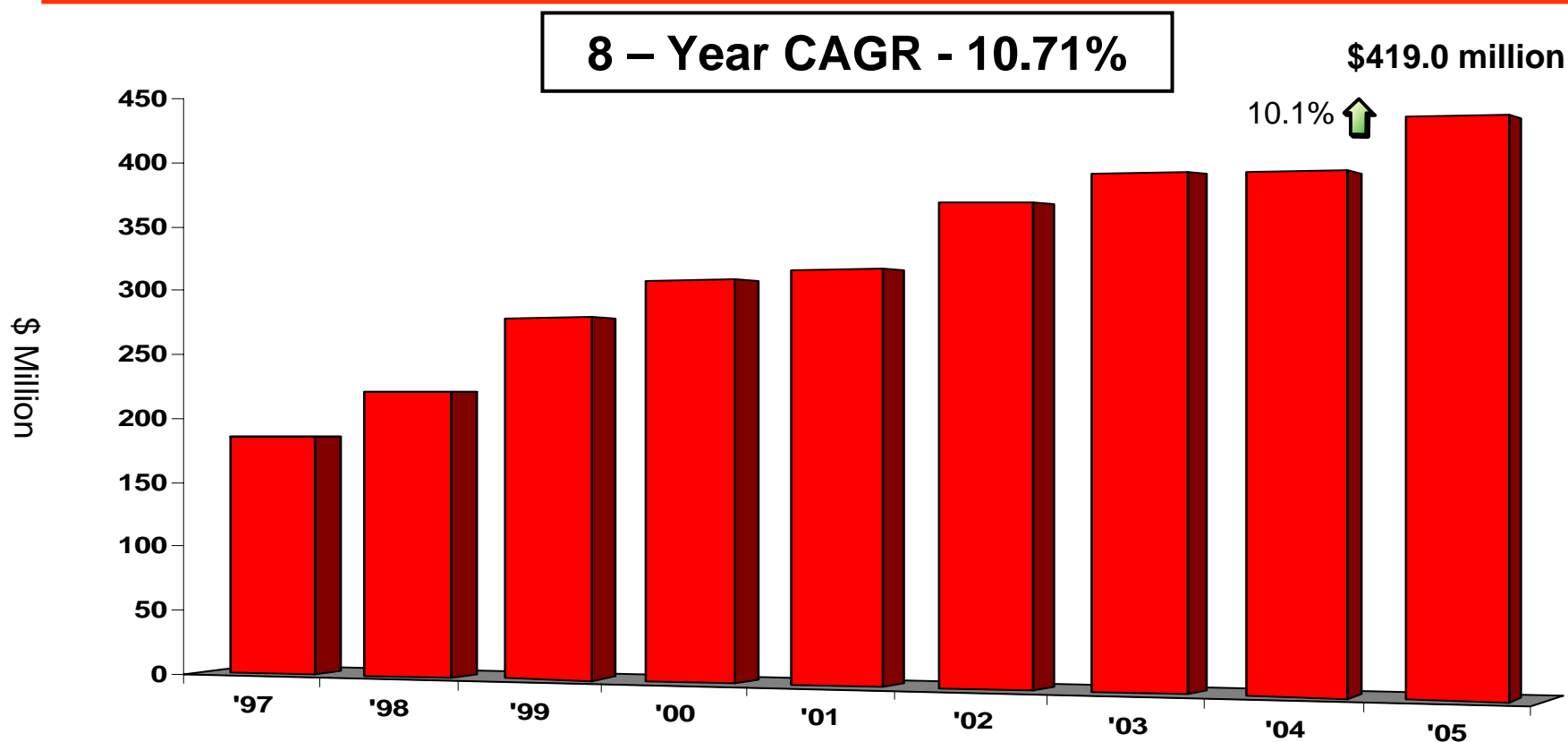
Oct 31/04



Scotiabank Trinidad and Tobago Li

Oct 31/05

Net Interest Income



* Compound Annual Growth Rate



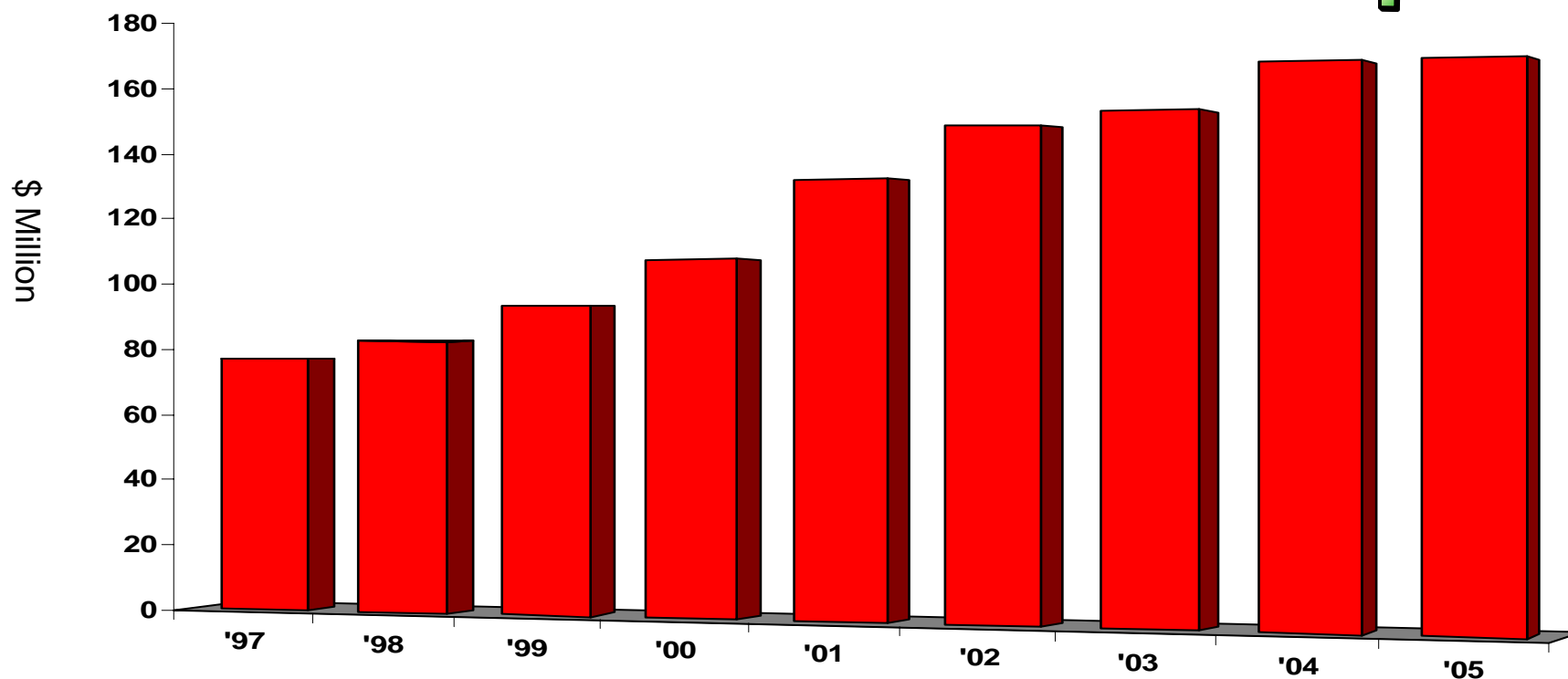
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Non Interest Revenue

8 – Year CAGR - 9.84%

\$162.9 million

0.3% ↑



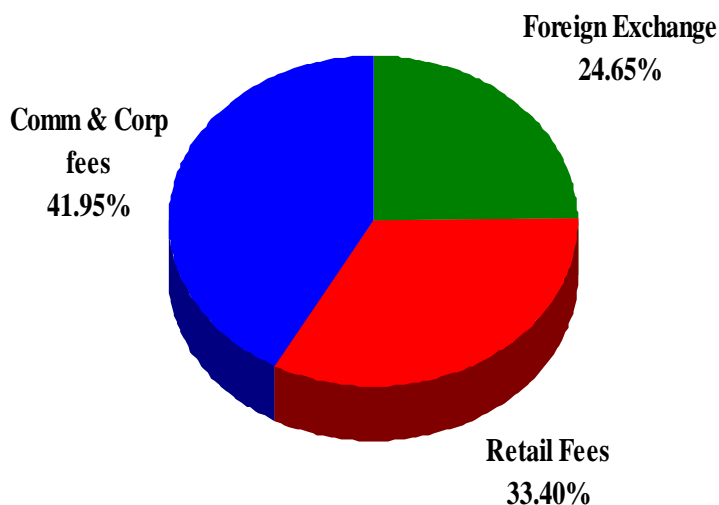
* Compound Annual Growth Rate



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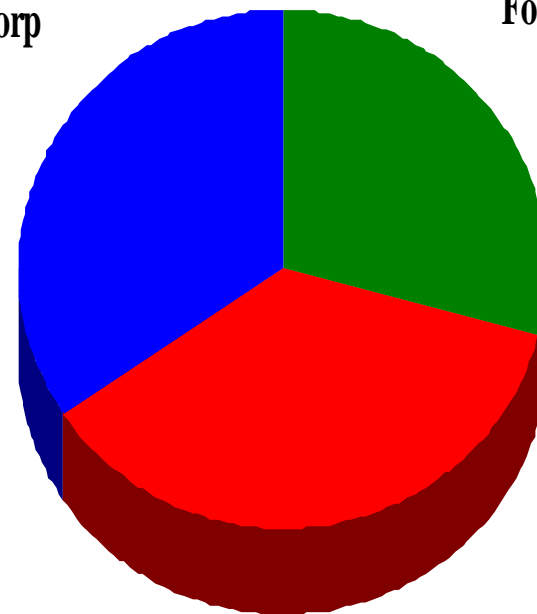
Composition of Non Interest Revenue

Oct. 31/04
Total NIR
\$162.6 MM



Comm & Corp
fees
34.39%

Foreign Exchange
29.04%



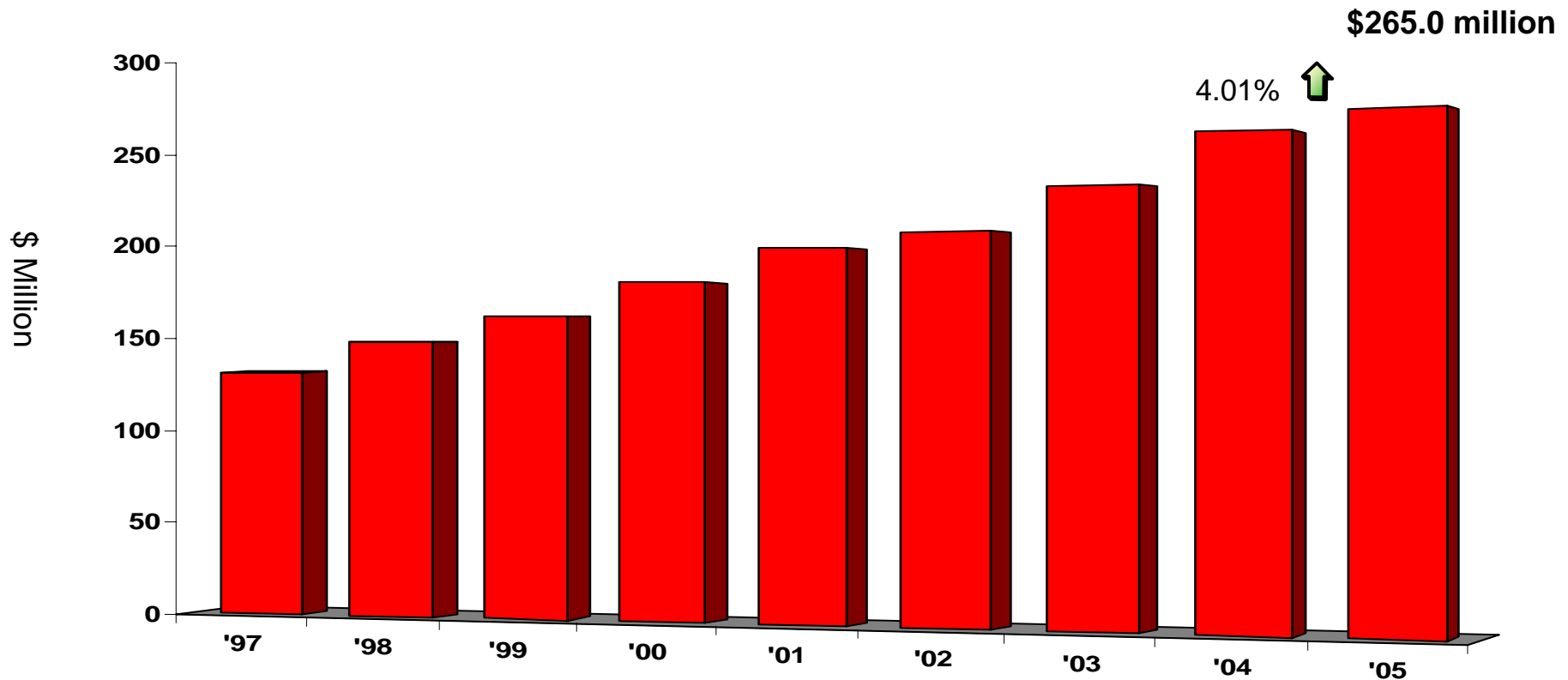
Retail Fees
36.57%

Oct. 31/05
Total NIR
\$162.9 MM

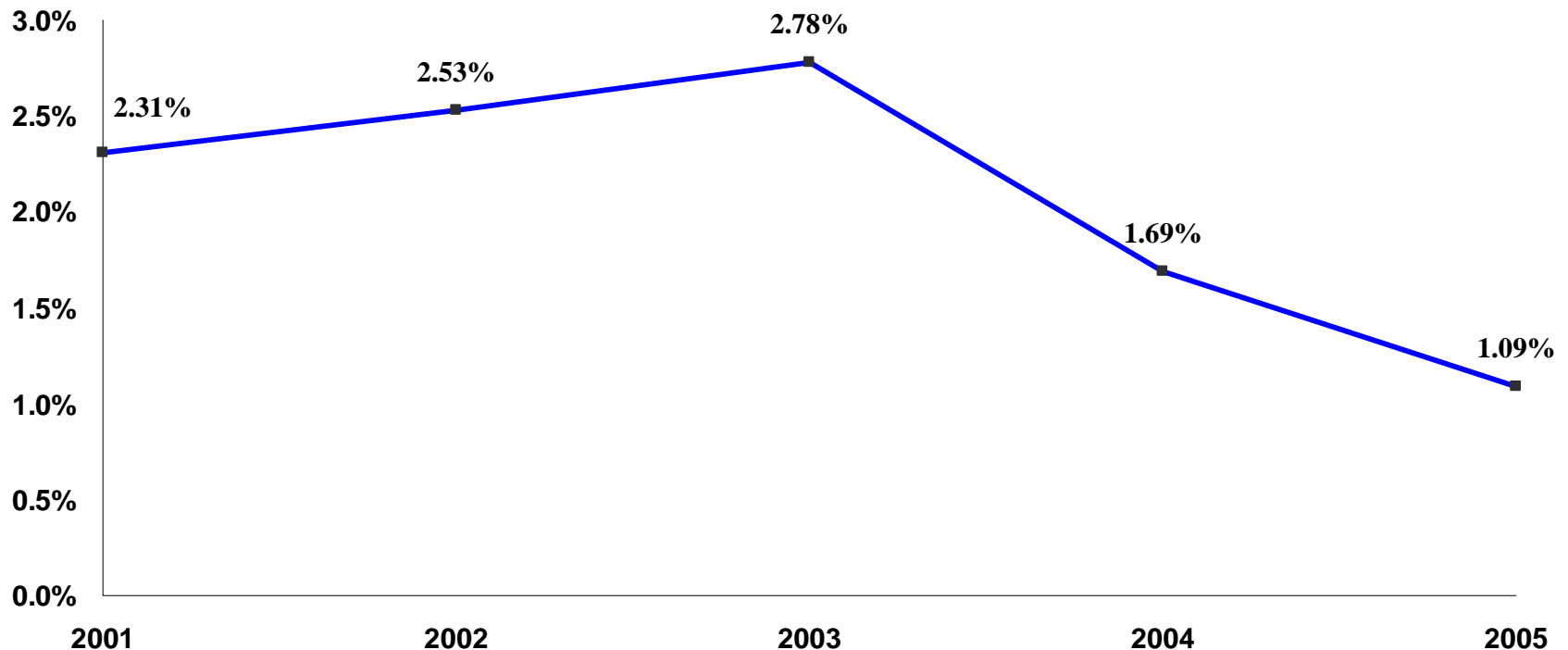


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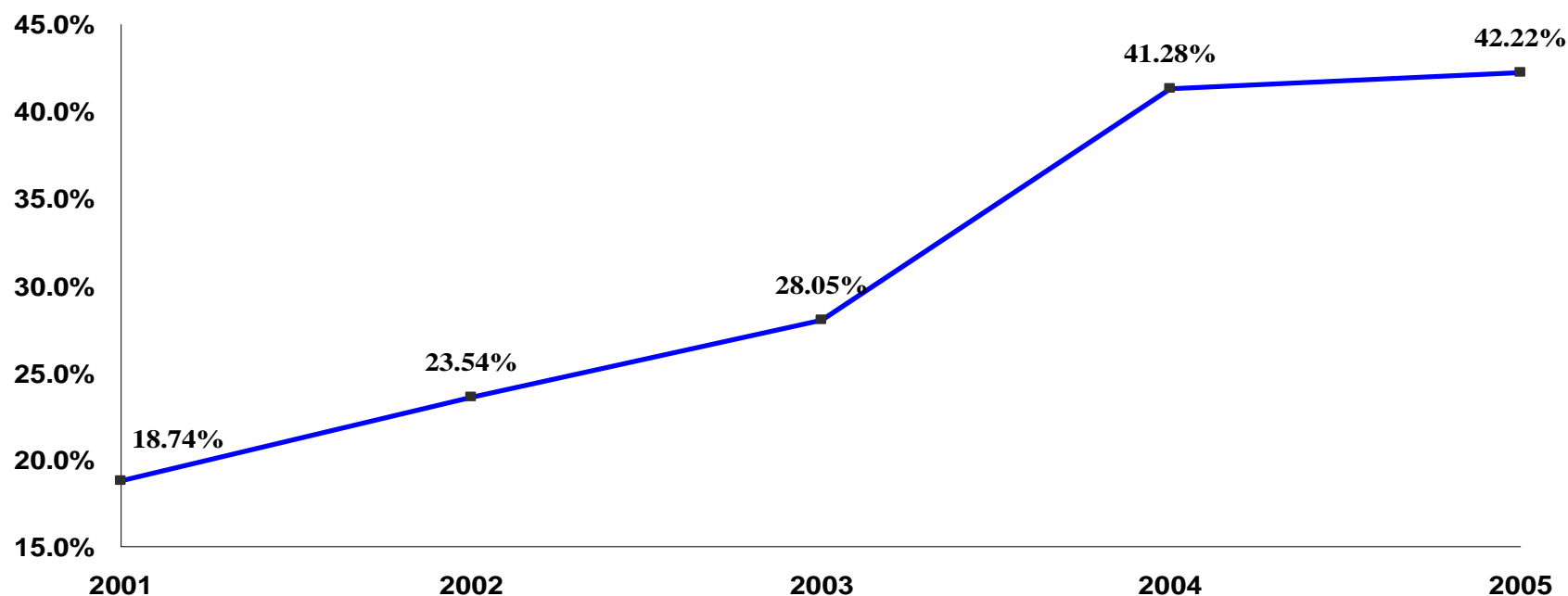
Total Expenses before Loan Losses



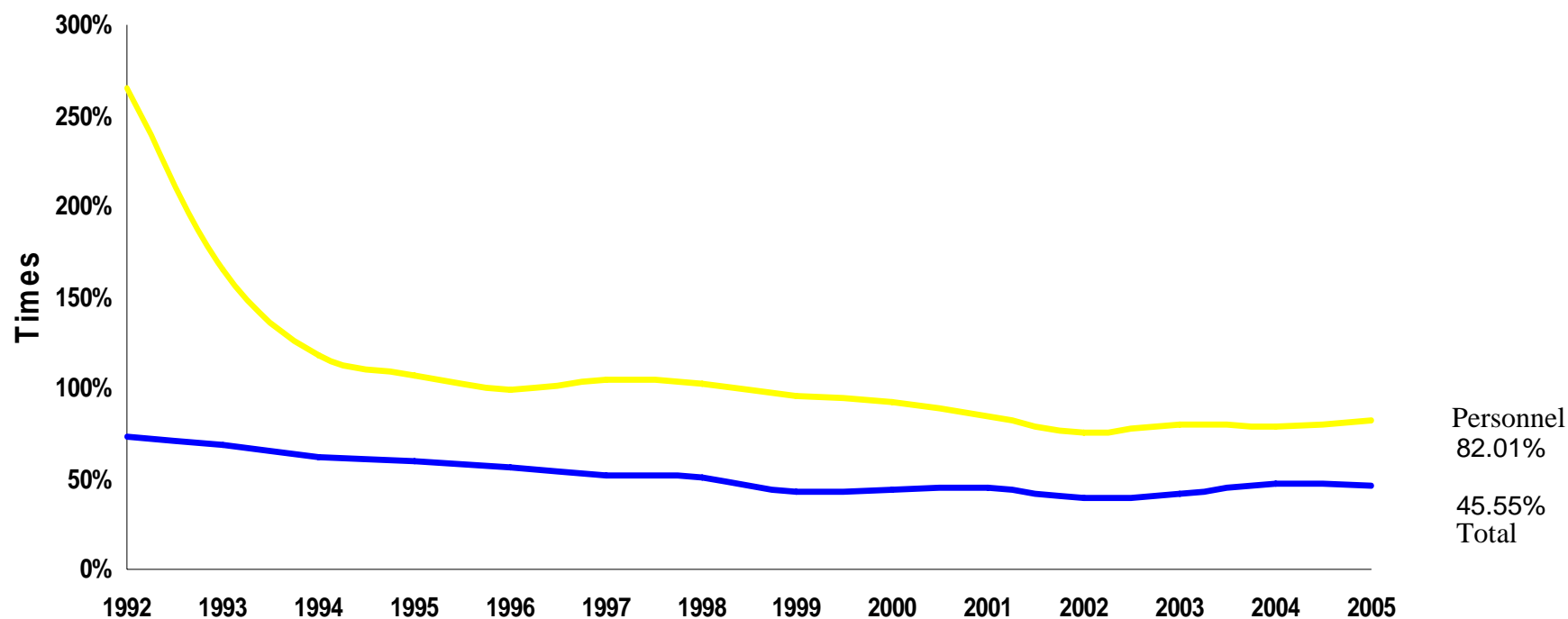
Non Performing Loans as a % of Total Loans (excluding Provision for loan loss)



Provision for loan loss as a % of Non Performing Loans



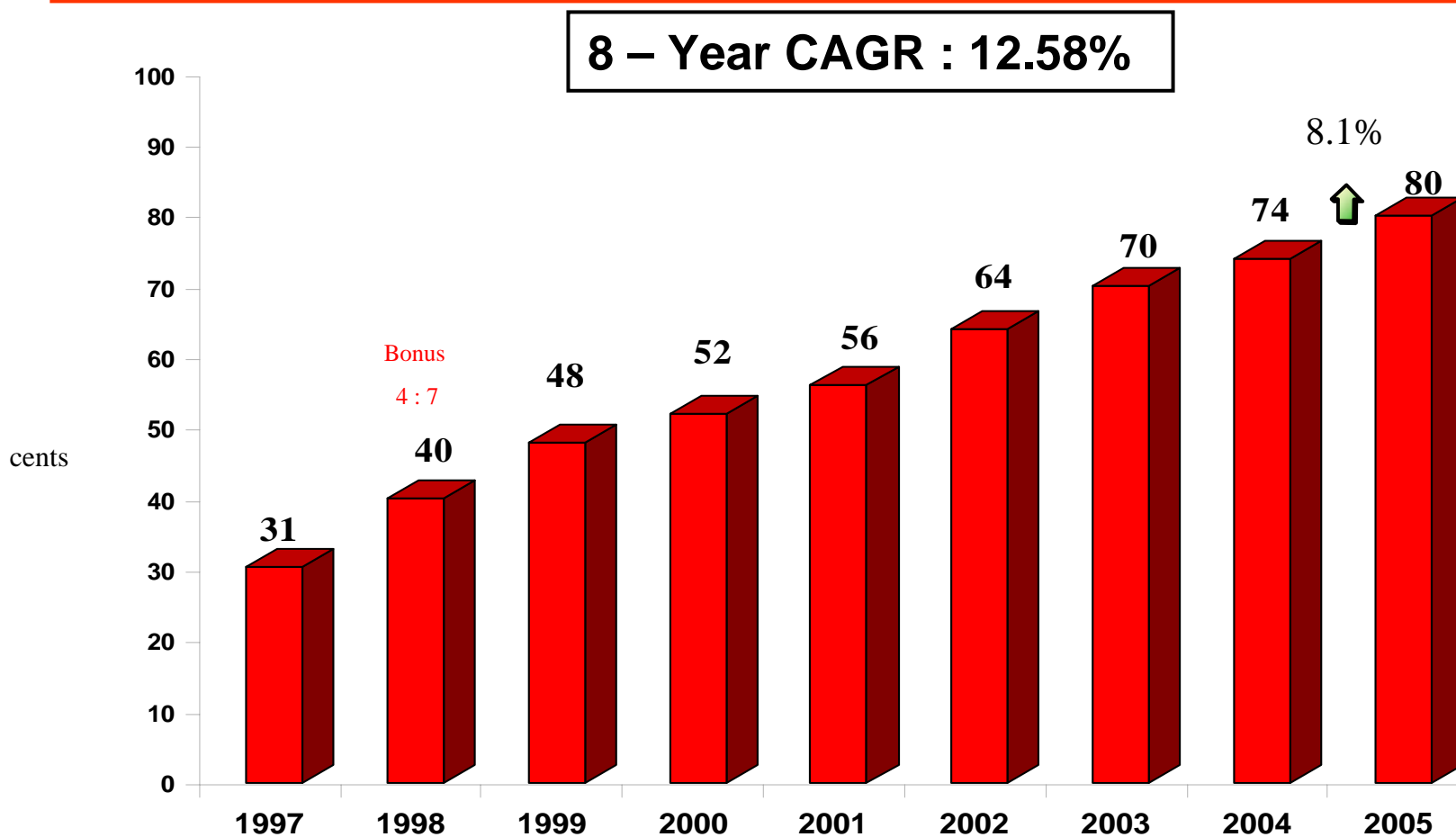
Productivity Ratios



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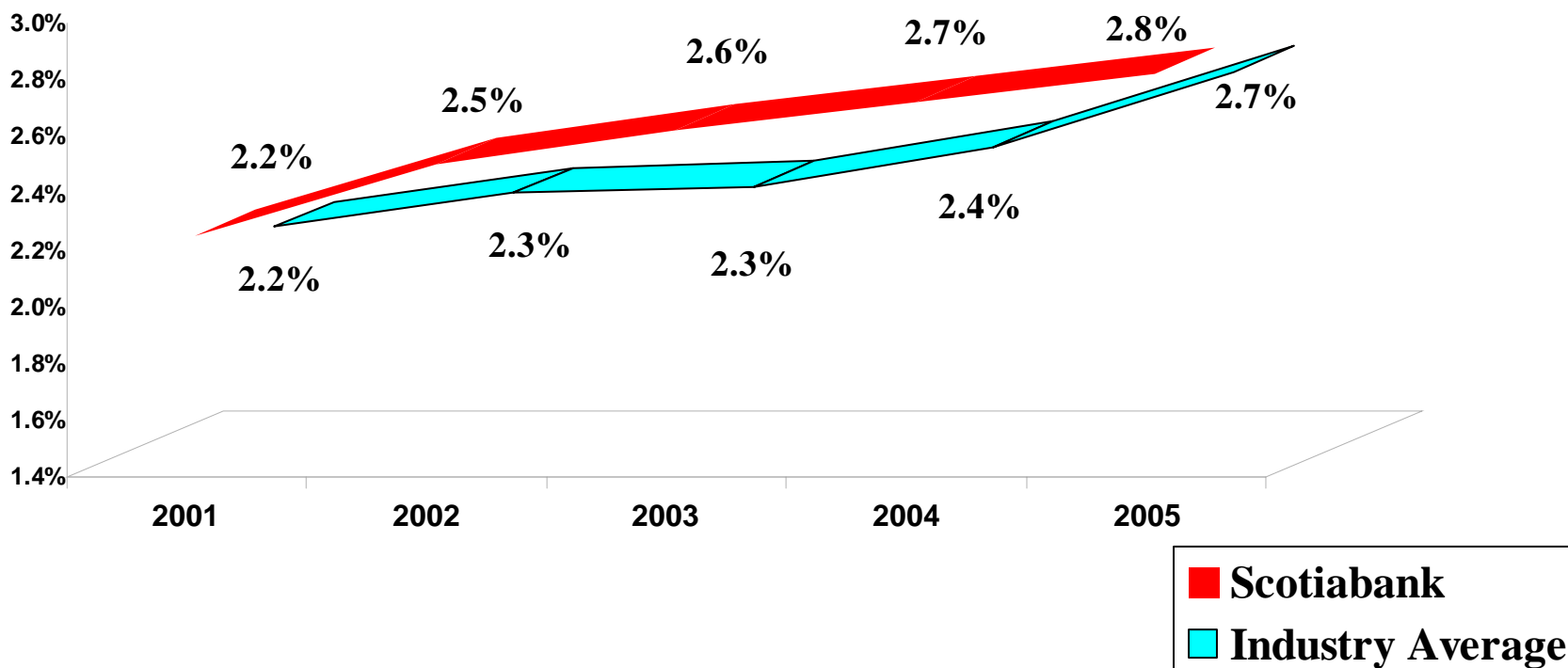
— TOTAL EXPS/TOTAL REV. — PERSONNEL/NIR

Consistent Dividend Growth



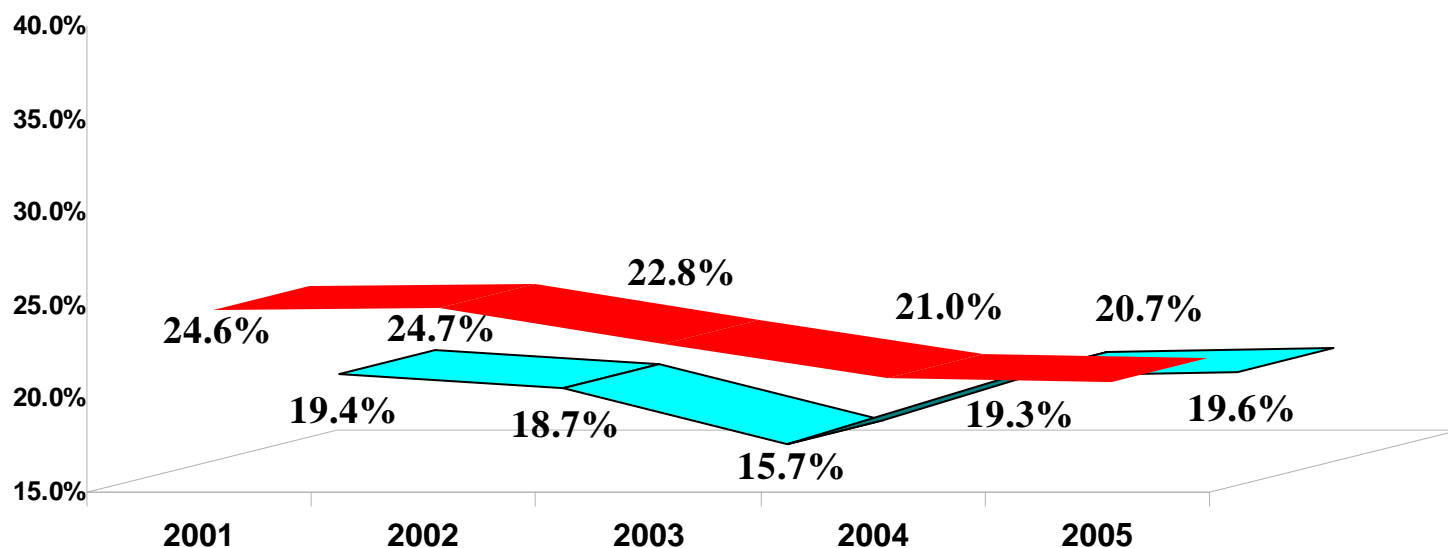
Performance Ratios

Return on Assets



Performance Ratios

Return on Equity

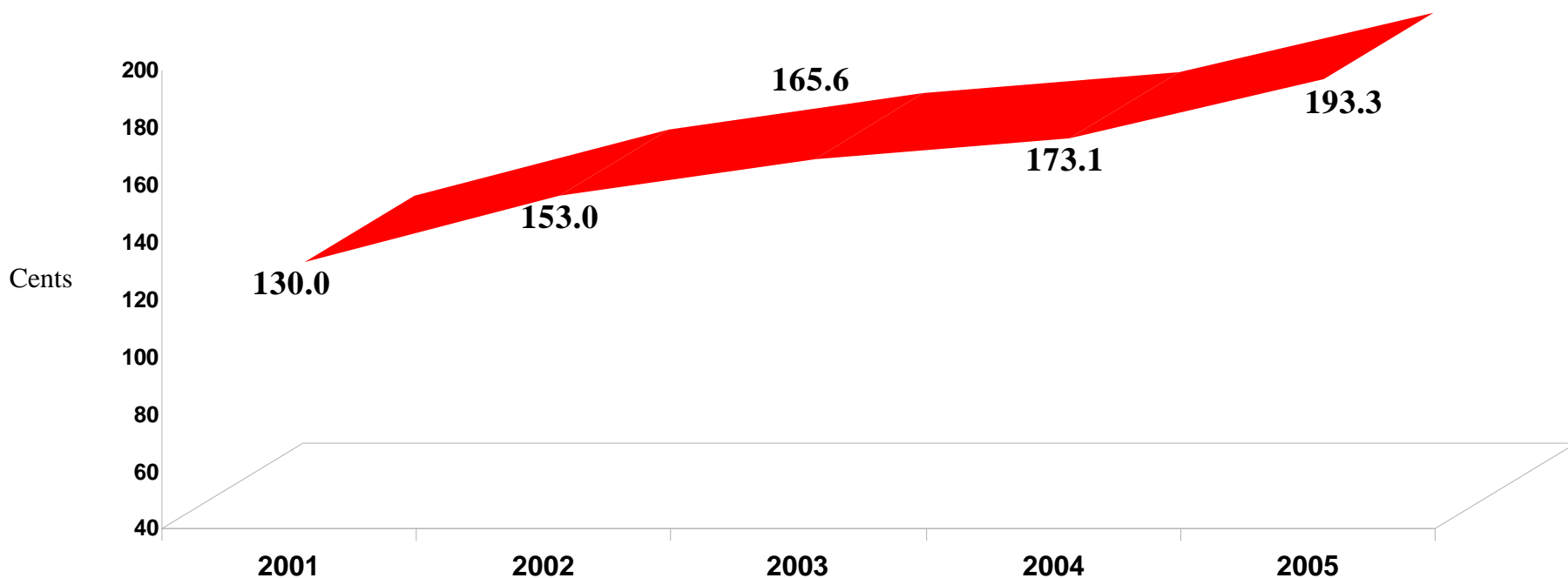


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■ Scotiabank
■ Industry Average

Performance Ratios

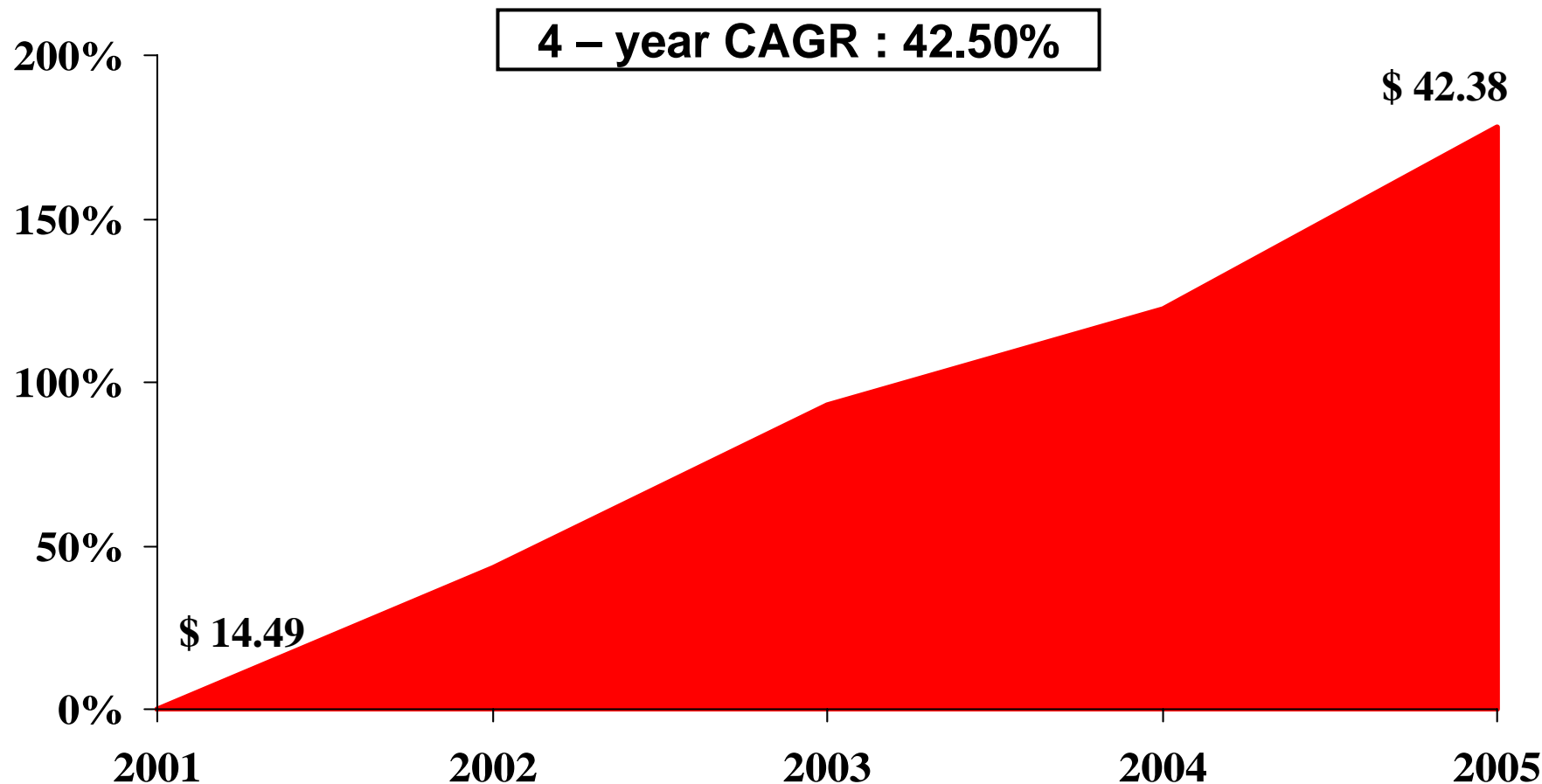
Earnings per Share



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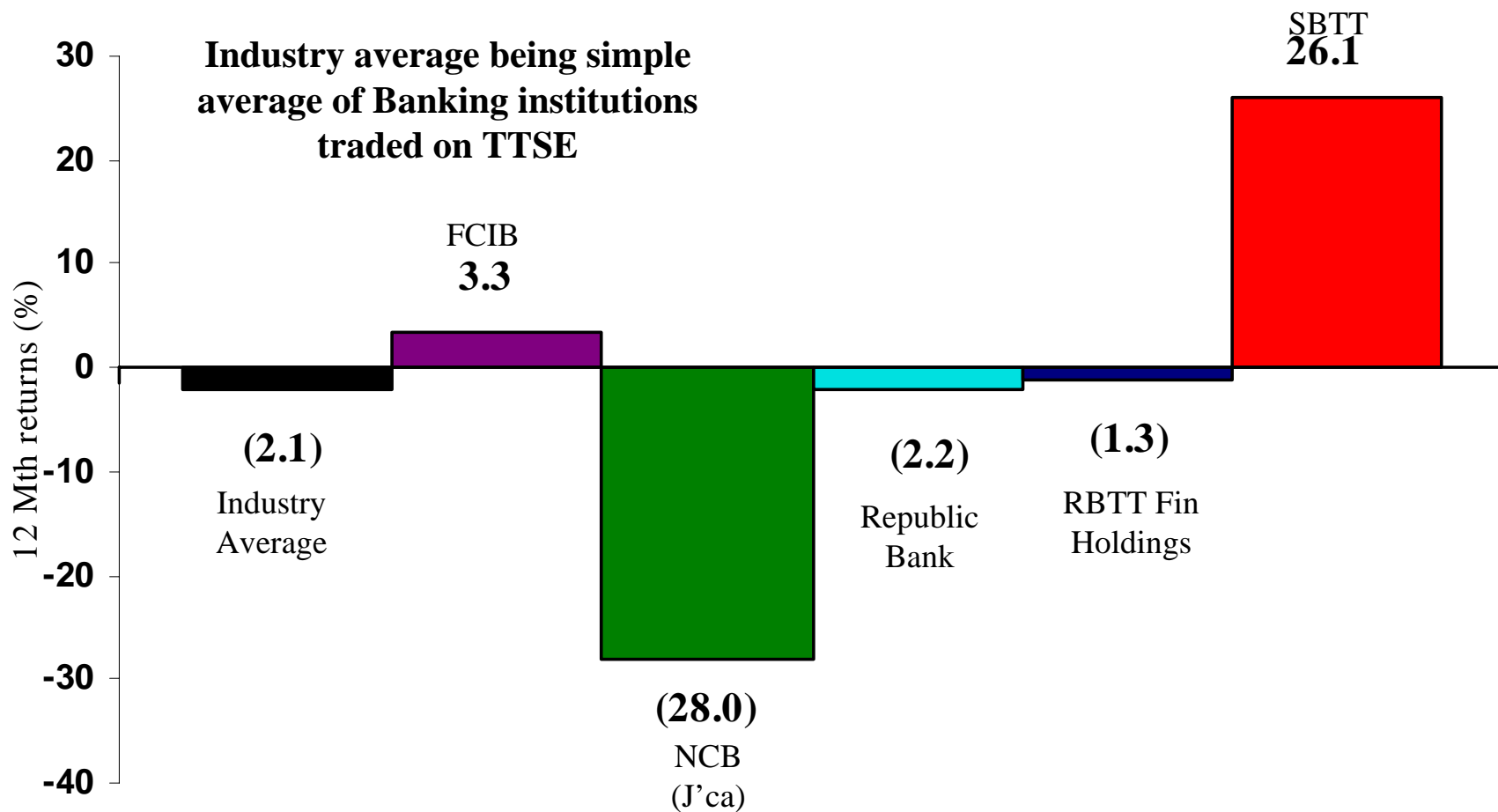
Return to Shareholders

Share price appreciation plus dividends reinvested from 2001



Comparative holding returns

(Dividend growth plus Capital appreciation for 12 month period)



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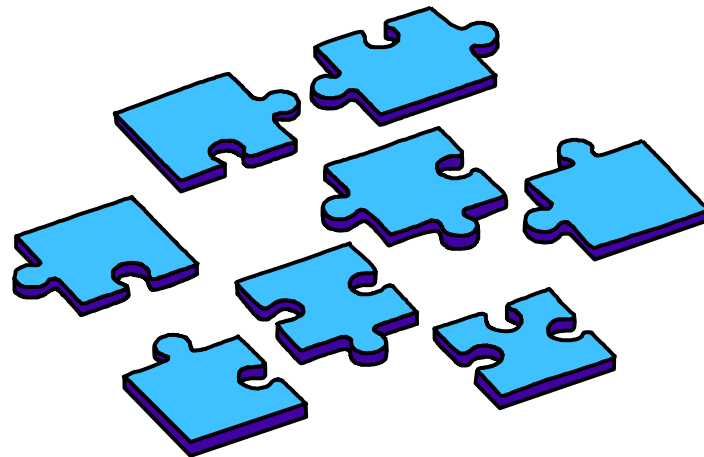
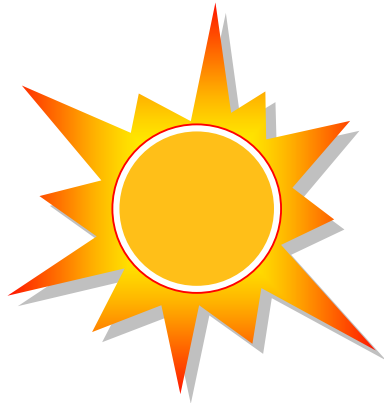
Acquisitions

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Questions?





The End



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