



GLOBAL BANKING & MARKETS

TREASURY

Complaints

We aim for the highest standards of service and conduct. Whether you are a customer or someone from the general public, we take any expression of dissatisfaction seriously.

Should you wish to make a complaint, this document clarifies how to go about doing so. You should expect to be treated fairly and impartially. You should also expect reasonable efforts on our part to resolve your complaint as quickly as possible.

How?

There are no formal rules restricting how you may make a complaint. You may do so:

- Verbally, in person, over the phone, by video conference, etc. or
- In writing, which includes by letter, e-mail, chat etc.

You aren't required to have a business relationship with us. You may even do so anonymously.

To whom?

You have four options. You may address your complaint to:

- Your usual contact person and/or Relationship Manger
- Their Supervisor
- Compliance contacts in regions listed below
- The Bank of Nova Scotia – in Canada – as an issuer of products distributed by brokerage firms:
 - for equity-linked notes, contact investor.solutions@scotiabank.com
 - for rate-linked (fixed income) notes, contact ficc.structured.notes@scotiabank.com

Whichever pathway, our employees know how to handle your complaint, in line with customer service standards and regulatory requirements.

Compliance Contact Information	
Canada Scotiabank Compliance 4 King Street West, 12 th Floor Toronto ON M5H 1A1 CanadaMarketsAdvisory@Scotiabank.com	United States of America Scotiabank Compliance 250 Vesey Street New York, NY 10281 U.S.A. USComplaintCoordinator@scotiabank.com

<p>Australia Scotiabank Compliance Suite 2, Level 44, Governor Phillip Tower, 1 Farrer Place Sydney NSW 2000, Australia Jodie.Harrison@scotiabank.com</p>	<p>Brazil Scotiabank Brazil S.A. Banco Multiplo Compliance Av. Brigadeiro Faria Lima, 2277, 7th floor, São Paulo – SP, Brasil 01452-000 T. (5511) 3896-8191 Wanderley Silva wanderley.silva@br.scotiabank.com</p>
<p>Chile Scotiabank Chile S.A. Compliance Parque Titanium – Avenida Costanera Sur 2710, Torre A, Piso 11, Las Condes, Santiago, Chile T. +56 952078627 Maria Estela Bastías mariaestela.bastias@scotiabank.cl</p>	<p>China Scotiabank Compliance</p> <p>Guangzhou Branch Unit 1503, Tower A, Center plaza, 161 Linhexi Road, Guangzhou P.R. China 510620</p> <p>Shanghai Branch Unit 2904 Jin Mao Tower, No.88 Century Boulevard, Shanghai P.R.China 200121</p> <p>China.Compliance@scotiabank.com</p>
<p>Columbia Scotiabank Colpatría S.A. Compliance Cra 7 N° 114 – 33, Piso 9 y 16 Torre Scotiabank Bogotá, Colombia T: +57- 1- 7456300 Francisco Muñoz Paredes francisco.munoz@scotiabankcolpatria.com</p>	<p>Hong Kong Scotiabank Compliance Suite 2401, Central Tower 28 Queen’s Road Central, Hong Kong. hk.compliance@scotiabank.com</p>
<p>India Scotiabank Compliance Customer Grievance Handling Officer Ground Floor, Mittal Tower "B" Wing Nariman Point, Mumbai, India 400 021 Raghavan.Krishnamurthy@scotiabank.com uma.parte@scotiabank.com</p>	<p>Ireland Scotiabank Compliance 4th Floor, I.F.S.C. House Custom House Quay, Dublin 1, Ireland sidac.compliance@scotiabank.ie</p>
<p>Japan Scotiabank Compliance Scotia Securities Asia Limited, Tokyo Branch Pacific Century Place 31F</p>	<p>Mexico Scotiabank Inverlat S.A. Compliance Blvd. M. Ávila Camacho No. 1 Piso 1 Col. Lomas de Chapultepec México D.F. 11009</p>

Marunouchi 1-11-1, Chiyoda-ku, Tokyo 100-6231	T. (52 55) 51232862 Ext. 32862 M. +52 55 3071 5145 Cesar Ulloa Cesar.ulloa@scotiabank.com
Peru Scotiabank Perú SAA Compliance Torre Sura. Rep de Panamá 3411 3435 - piso 9, San Isidro, Lima, Perú. Teléfono: 2116000 anexo 10724 Jhony Gonzales Jhony.Gonzales@scotiabank.com.pe	Singapore Scotiabank Compliance 1 Raffles Quay, #20-01, North Tower Singapore 048583 Singapore_compliance@scotiabank.com
United Kingdom Scotiabank Compliance 201 Bishopsgate, 6 th Floor London EC2M 3NS United Kingdom loncomplaints@scotiabank.com	

In Canada, you have the option to escalate your complaint, as follows:

Contact the Office of the President, Customer Complaints (OPCC)

If your complaint is not resolved after 14 days, it will be escalated to the Office of the President, Customer Complaints (OPCC). You may also request escalation at any time during the 14 days or if you are dissatisfied with the response provided.

E-mail: mail.president@scotiabank.com
 Mail: The President, Scotiabank
 44 King Street West Toronto, ON M5H 1H1
 Telephone: English 1-877-700-0043 (in Toronto 416-933-1700)
 French 1-877-700-0044 (in Toronto 416-933-1780)
 Fax 1-877-700-0045 (in Toronto 416-933-1777)

Still not Resolved?

Contact the Customer Complaints Appeals Office (CCAO)

You may also appeal the outcome of your complaint in writing to the Customer Complaints Appeals Office (CCAO). The CCAO provides an impartial review of customer complaints upon request of the customer.

We aim to resolve each case as quickly as possible. When your case is concluded at the CCAO, you will be sent communication outlining the Bank’s response.

Complaint Handling Policy

We maintain an internal Global Complaints Policy, which governs our practices, including complaint handling. Complaints are handled in accordance with the regulatory requirements where we operate. Where appropriate, receipt of complaints is acknowledged in writing, in addition to the response following our investigation.

Regulators and External Complaint Bodies

Depending on jurisdiction, you may be able to escalate a complaint directly to the relevant regulator or external complaints body. Further information for these bodies may be found below, by jurisdiction.

Canada

- [Investment Industry Regulatory Organization of Canada](#)
- [Montreal Exchange](#)
- [Ontario Securities Commission](#)¹
- [Financial Consumer Agency of Canada](#) (FCAC)
 - The FCAC does not resolve individual customer complaints, but if you believe that your complaint relates to a violation of a federal consumer protection law, you may submit your complaint to:
 - Financial Consumer Agency of Canada
 - Enterprise Building
 - 427 Laurier Avenue West, 6th Floor
 - Ottawa ON K1R 1B9
 - Telephone: 1-866-461-3222
 - If your complaint is eligible for investigation by the ADR Chambers Banking Ombuds Office (ADRBO) and:
 - Scotiabank has exhausted the 56 calendar day prescribed period for dealing with the eligible complaint; or
 - You are not satisfied with the resolution offered but the CCAOYou have 180 calendar days to submit your complaint to the ADRBO after receiving Scotiabank's final response, or in the alternative, if 56 calendar days have passed since you made the complaint.
 - ADR Chambers Banking Ombuds Office
 - 31 Adelaide St E
 - PO Box 1006
 - Toronto ON M5C 2K4
 - Toll-free telephone: 1-800-941-3655
 - Toll-free fax: 1-877-803-5127
 - contact@bankingombuds.ca

¹ Or other provincial or territorial securities regulators, as applicable

[Website](#)

United States of America

- [The Financial Industry Regulatory Authority](#)
- [The Securities & Exchange Commission](#)
- [The Commodity Futures Trading Commission](#)
- [The National Futures Association](#)

Australia

- [Australian Prudential Regulatory Authority](#)
- [Australian Securities and Investments Commission](#)

Brazil

- [Central Bank of Brazil](#)

Chile

- [Comision para el Mercado Financiero](#)
- [Servicio Nacional del Consumidor](#)

China

- [The People's Bank of China](#)
- [State Administration of Foreign Exchange](#)
- [China Banking & Insurance Regulatory Commission](#)

Columbia

- [Superintendencia Financiera de Colombia](#)
- [Autorregulador del Mercado de Valores de Colombia](#)

Hong Kong

- [Hong Kong Monetary Authority](#)
- [Hong Kong Securities & Futures Commission](#)

If you're dissatisfied with the resolution of your complaint, you may be entitled to pursue the matter further with the [Financial Dispute Resolution Centre](#).

India

- [Reserve Bank of India](#)
- [Securities & Exchange Board of India](#)

Ireland

- [Financial Services and Pensions Ombudsman](#)

You may have a right of complaint to the Financial Services and Pensions Ombudsman if you are a trustee of a pension scheme, a Professional Client or Eligible Counterparty.

Japan

- [Japan Securities Dealers Association](#), with mediation of disputes outsourced to [FINMAC](#)
- [Kanto Financial Bureau](#)

Mexico

- [Comisión Nacional Bancaria y de Valores](#)

Peru

- [Superintendencia del Mercado de Valores](#)
- [Superintendencia de Banca, Seguros y AFP](#)

Singapore

- [Monetary Authority of Singapore](#)

United Kingdom

- [Financial Conduct Authority](#)

If you are an Eligible Complainant as defined by the Financial Conduct Authority, you may fall under the jurisdiction of the [Financial Ombudsman Service](#).