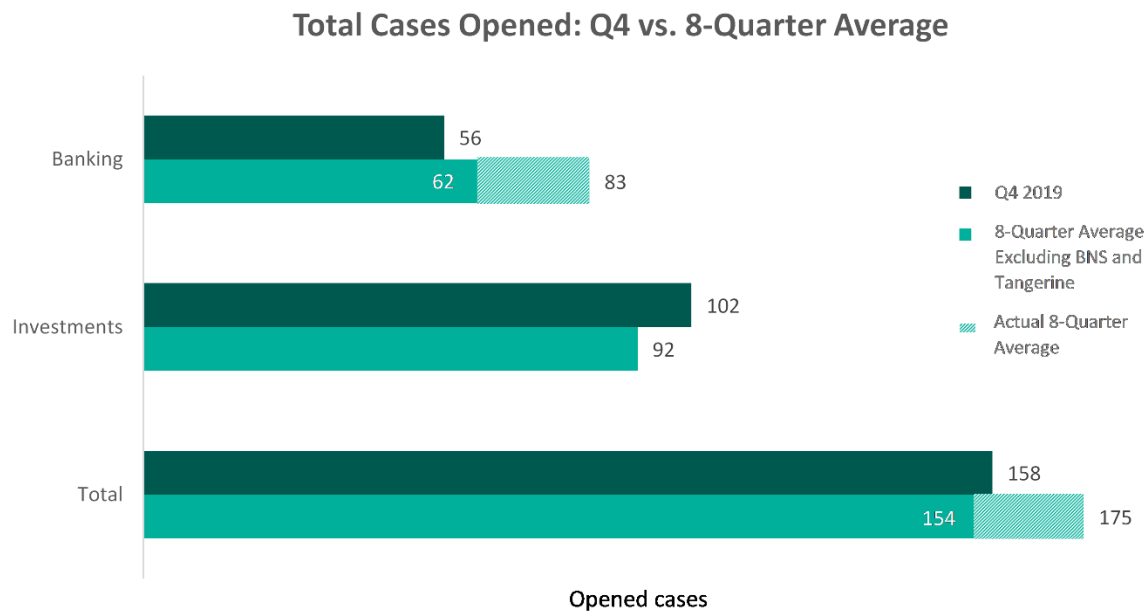


## Q4 2019 Statistics

August 1, 2019 to October 31, 2019

To better compare this quarter's case volumes against our historical norms, the banking charts are presented showing an eight-quarter average both including and excluding the cases from Bank of Nova Scotia (BNS) and its subsidiary Tangerine, which are no longer participating banks. Investment cases are unaffected by these departures. All figures are preliminary and subject to change.



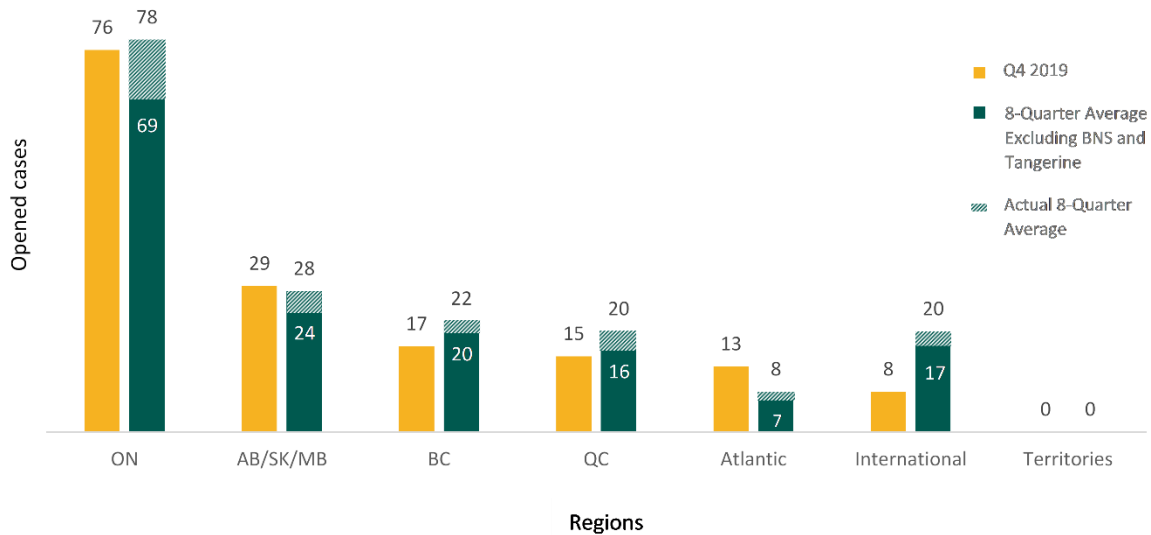
Banking cases opened in the fourth quarter were 10% lower than the adjusted eight-quarter average. Investment cases opened increased in Q4, 11% above the eight-quarter average. Combined, total cases opened were 3% higher than the adjusted eight-quarter average.

## Cases Opened by Investment Sector: Q4 vs. 8-Quarter Average



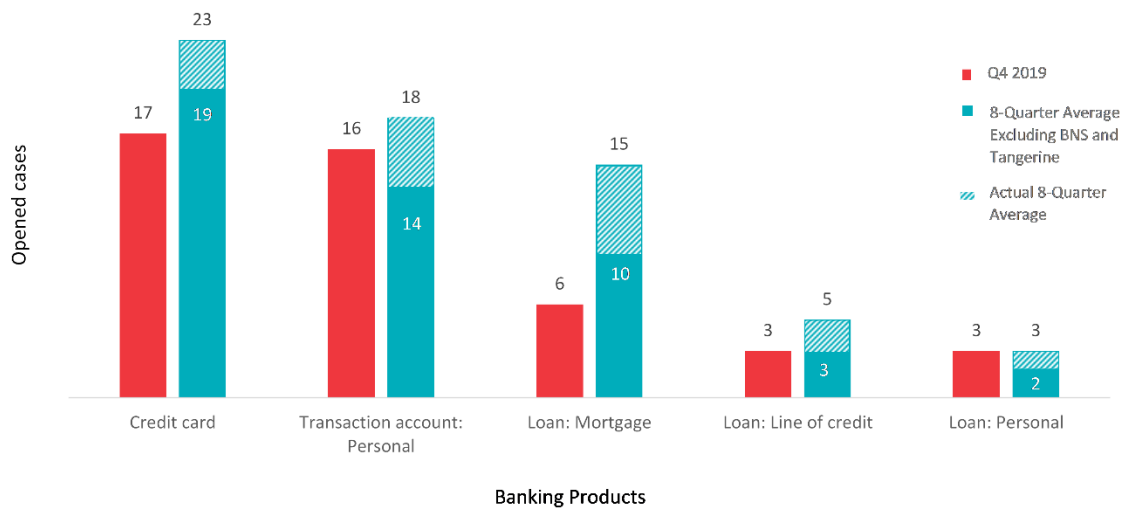
The fourth quarter of 2019 saw cases related to IIROC firms rise 27% compared to the eight-quarter average. MFDA cases, cases involving scholarship plan dealers and case volumes for portfolio managers remained consistent with historical norms. No exempt market dealer cases were opened in Q4, a drop from an average of 2 over the past eight quarters.

### Cases Opened by Region: Q4 vs. 8-Quarter Average



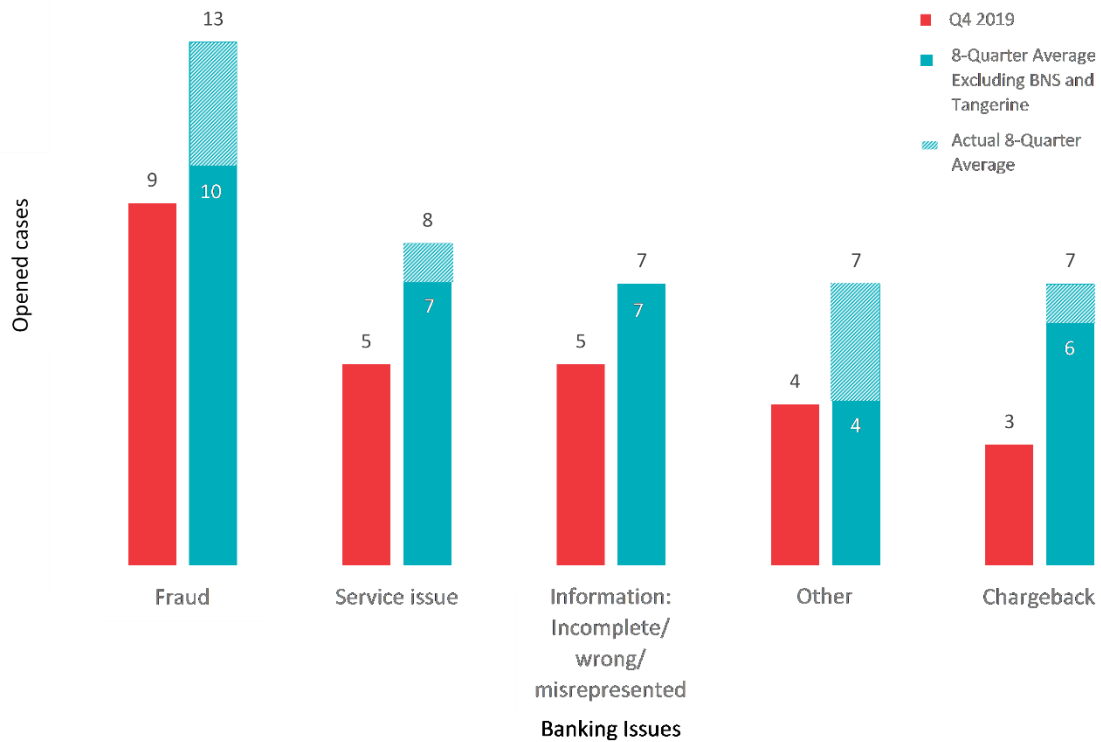
In the fourth quarter, Ontario continued to generate the most cases across Canada and cases rose by 10% compared to the adjusted eight-quarter average. Cases opened in Alberta, Saskatchewan and Manitoba increased by 21%. The most significant growth occurred in the Atlantic provinces with cases almost doubling in Q4 compared to the adjusted average over the past eight quarters. Q4 cases opened in Quebec and BC saw a decrease over the adjusted eight-quarter average, representing a 23% and 25% drop respectively. Cases opened from outside Canada were 53% lower in Q4 than the adjusted eight-quarter average.

### Top 5 Banking Products: Q4 vs. 8-Quarter Average



Credit card complaints continue to lead despite a 11% drop compared to the adjusted eight-quarter average. Personal account complaints rose 14% compared to the adjusted eight-quarter average. Mortgage related complaints were 40% lower than the adjusted eight-quarter average. Complaints related to lines of credit and personal loans were consistent with historical norms.

### Top 5 Banking Issues: Q4 vs. 8-Quarter Average



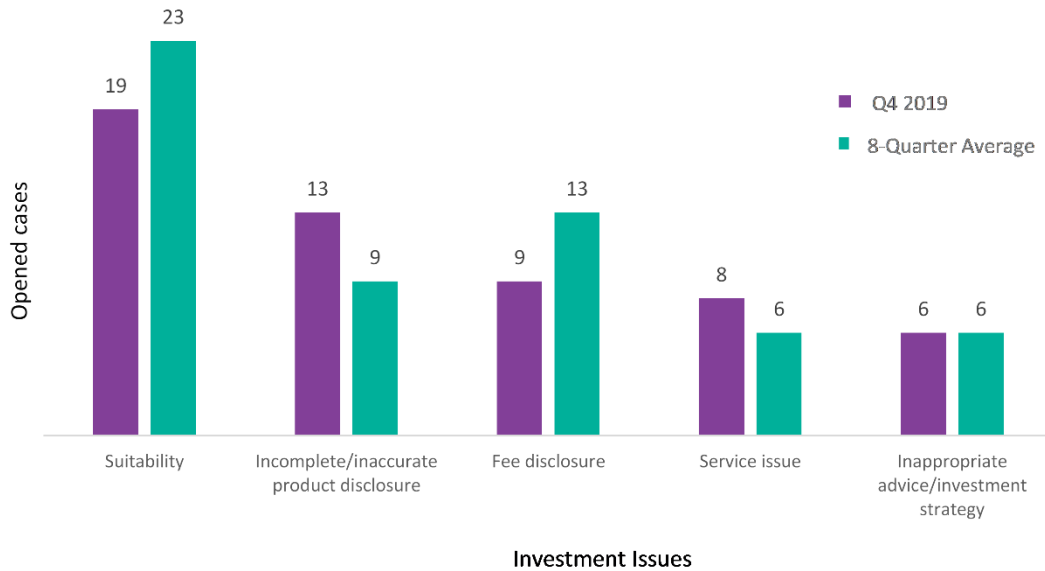
Fraud continues to be the issue that generates the most banking complaints. Fraud complaints in Q4 were 10% lower than the adjusted eight-quarter average. Service issues dropped, 29% lower than the adjusted eight-quarter average. Complaints related to information incomplete/wrong or misrepresented and chargebacks dropped compared to the adjusted average over the past eight quarters.

### Top 5 Investment Products: Q4 vs. 8-Quarter Average



Cases related to mutual funds rose to 48 in the fourth quarter from 42, 14% higher than the eight-quarter average. Common shares complaints increased to 34 from 31, 10% higher than the eight-quarter average. Complaints related to scholarship trust plans and derivatives remained mostly consistent compared to the adjusted average over the past eight quarters.

### Top 5 Investment Issues: Q4 vs. 8-Quarter Average



Cases related to investment suitability continued to be the most frequently complained about issue, despite dropping 17% in Q4 compared to the eight-quarter average. Cases related to incomplete/inaccurate product disclosure were 44% higher in Q4 than the average over the past eight quarters. Services issues saw a 33% increase compared to the eight-quarter average. Cases involving inappropriate advice/investment strategy remained consistent with historical norms.