

# 2012 Public Accountability Statement

The Toronto-Dominion Bank's 2012 Public Accountability Statement details many of the Bank's activities surrounding community development, charitable donations, small business financing, taxes paid and number of employees. This document fulfills all requirements of the Canadian federal government's Public Accountability Statement regulations (section 459.3(1) of the Bank Act) and pertains to our most recent fiscal year (November 1, 2011 to October 31, 2012).

## Contents

Community Development and Philanthropic Activity	<b>1</b>
Small Business	<b>2</b>
Access to Financing	<b>2</b>
Employee Population	<b>3</b>
Taxes	<b>4</b>
Business Debt Financing	<b>5</b>
Branches and ATMs	<b>6-7</b>
Affiliates	<b>8</b>



## Community Development and Philanthropic Activity

TD's success as a company depends on the well-being of the communities we serve, so we believe in playing an active role in their development. Over the years, we have seen our community investments effect positive changes in the areas we support and create concrete improvements in the lives of many.

### Our Priorities

In Canada, our support is focused on three giving priorities:

- Financial Literacy and Education;
- The Environment; and
- Creating Opportunities for Youth.

In 2012, TD gave \$65.3 million to community organizations across Canada, the U.S. and the U.K. Within Canada our support amounted to \$45.3 million, up from \$42.6 million in 2011. In addition, community giving from MBNA Canada (acquired by TD in 2012) amounted to \$466,696.

We support over 5,000 community organizations across Canada.

### Donations

Here are a few examples of our 2012 donations:

#### Financial Literacy

TD understands the value of financial education, and in 2012, invested \$1.5 million dollars to support financial literacy programs across Canada. TD employees also volunteer through numerous external programs like Economics for Success and Dollars with Sense (Junior Achievement), Money Matters (ABC Life Literacy Canada), and Dollars & Sense: Guidance for Aboriginal Youth (Aboriginal Financial Officers Association of Canada).

#### The Environment

TD Friends of the Environment (TD FEF) continued to make an impact in 2012 – with \$4.8 million distributed to 1,089 projects including tree plantings as part of the TD Forest program, energy conservation initiatives, green learning programs for kids and much more. In 2012, TD FEF announced the goal of growing its donor base (customers, employees and others) to 200,000 monthly donors from 140,000, by 2015. In doing so, TD FEF will be able to fund many more projects in communities across Canada.

#### Creating Opportunities for Youth

As part of our commitment to create opportunities for youth, TD works to promote children's literacy and reading. Our investment of \$4 million last year supported and promoted children's literacy initiatives across Canada, such as the TD Summer Reading program, the distribution of half a million free books to Grade One students, children's literature awards and First Book – a not-for-profit that provides books for children in underserved communities across North America.

#### Employee Volunteering

When it comes to making a difference, TD employees are a major force – generously giving their money, skills and time to community causes. Last year TD employees in Canada donated \$10.3 million to the United Way. More than 100 employees spent three months planning the TD Securities annual Underwriting Hope Charity Auction in Toronto. The event raised over \$1.2 million to benefit over 70 children's charities such as Giant Steps, a school and therapy centre for children with autism. We know that a culture of community giving in the workplace inspires employees and is a contributor to their overall level of engagement. Through our Volunteer Grants Program, TD donated more than \$437,000 to 723 different organizations where TD employees volunteered 40 hours or more.

For more information on our donations go to [www.td.com/responsibility](http://www.td.com/responsibility).

## Small Business

In many communities, small businesses are the lifeblood of the economy and that's why TD consistently stands behind these vital enterprises. Our support for small business includes access to financing, specialized services and advice, and education.

- Small business credit products are available at all TD Canada Trust branches. To better assist small business customers who have complex credit needs, TD Canada Trust Small Business Advisors support over half our branches across Canada. These advisors seek to understand the unique needs of each business, offer proactive and innovative solutions, provide expert advice and help customers obtain the right products and services.
- In 2012, TD Canada Trust provided small business customers with over \$2.0 billion in new and increased credit authorizations.
- TD Canada Trust continued to participate in the federal government's Canada Small Business Financing Loan (CSBFL) program. Since April 1, 2009, over \$450 million was funded by TD Canada Trust under the CSBFL program. During this period, over 53% of these loans were made to start-up businesses (less than one year in business). TD Canada Trust also continued to participate in the Canadian Agricultural Loans Act (CALA) program that gives farmers easier access to credit.
- In 2012, TD Canada Trust launched a new Business Credit Advisor tool available through all of our Canadian branches. The new tool helps employees recommend appropriate credit solutions to meet our small business customers' needs. The new tool also provides a summary of product recommendations and contains a helpful list of documentation required to support the credit application process, all of which can be printed and provided to our customers.
- In 2013, we plan to launch several enhancements to our Business Mortgage and Long Term Farm Loan products to broaden their appeal and provide additional access to credit. In addition, plans are underway to upgrade the training and resources available to our Small Business Advisors across Canada.

## Access to Financing

We serve a broad diversity of customers across more than 2,500 communities in North America. It's fundamental to the extraordinary customer experience we want to provide to be inclusive; ensuring that all customers feel welcomed and have fair access to our facilities and services. A variety of options makes it easier for seniors, students/youth and low-income customers to start and maintain a banking relationship with us.

In Canada low-cost banking options include:

- The Value Account, a low-fee, basic banking option.
- As of 2012, for individuals who are 60 years of age or older, TD offers 25% off the monthly fee for selected accounts.
- For young people, we offer a Youth Account, providing free unlimited transactions for those under 19 years of age; TD also offers the Value Plus Account with Student Discount with 25 monthly transactions and no monthly fee for full-time post-secondary school students.
- We hold Canadian cheques up to \$1,500 for a maximum of four business days when deposited to accounts that have been opened for more than 90 days in accordance with Canadian Government Access to Funds regulations.
- TD opens personal accounts regardless of whether a person is unemployed, is or has been bankrupt, or is unable to make an initial deposit, as long as required conditions are met.
- A new TD Visa debit card, introduced in Canada in 2012, allows customers to use their debit card to make purchases online and internationally.

Addressing physical barriers through branch and ATM design and retrofits is only a first step in ensuring greater accessibility for customers with disabilities. We constantly work on technology solutions that enable better access to services at ATMs and through our phone and on line channels. We also educate employees about our accessibility services, and on serving all customers, including those with disabilities.

- In Canada, 47,431 employees have taken a new course on Supporting Customers with Disabilities that we launched in October 2011.
- We're currently piloting video remote interpretation (VRI) in three Canadian branches. Through this service, hearing impaired customers can conduct transactions in the branch using a pre-booked video link to a sign-language interpreter at the Canadian Hearing Society.
- TD continues to enhance a set of IT accessibility standards which are based on industry best practices and address topics such as software compatibility for screen readers, colour contrast in the website design and the inclusion of sign-language and closed-captioning for video content. We train and educate our developer and testers when designing new applications, products and services used by our employees and customers. In 2012, TD partnered with the Canadian National Institute for the Blind (CNIB) to complete a review of our websites in an effort to further enhance accessibility for customers with vision disabilities. We have implemented a number of CNIB recommendations and we continue to improve on others.

## Employee Population in Canada

(as of October 31, 2012)

Province/Territory	Full-Time	Part-Time	2012
Alberta	3,352	1,522	4,874
British Columbia	2,778	1,668	4,446
Manitoba	413	226	639
New Brunswick	640	146	786
Newfoundland and Labrador	101	51	152
Northwest Territories	8	5	13
Nova Scotia	514	161	675
Ontario	31,722	8,868	40,590
Prince Edward Island	45	21	66
Quebec	3,650	1,118	4,768
Saskatchewan	316	231	547
Yukon	16	5	21
<b>Total</b>	<b>43,555</b>	<b>14,022</b>	<b>57,577</b>

## Income, Capital and Insurance Premium Taxes Paid

(thousands of dollars)

TD is a major Canadian taxpayer. The taxes we have paid over the years help all levels of government provide the programs that support Canadian residents.

Tax jurisdiction	Income Taxes	Capital & Premium Taxes	Total
Federal	634,682	–	634,682
British Columbia	51,289	926	52,215
Alberta	40,232	19,623	59,855
Saskatchewan	3,103	10,197	13,300
Manitoba	4,013	18,231	22,244
Ontario	302,074	54,309	356,383
Quebec	28,283	12,365	40,648
Newfoundland and Labrador	822	4,184	5,006
New Brunswick	1,177	6,068	7,245
Nova Scotia	8,894	13,195	22,089
Prince Edward Island	419	1,269	1,688
Yukon	248	198	446
Northwest Territories	82	197	279
Nunavut	0	15	15
<b>Total</b>	<b>\$1,075,318</b>	<b>\$140,777</b>	<b>\$1,216,095</b>

The above figures represent the total amount of income, capital and premium taxes paid or payable by TD during its 2012 fiscal year (Nov 1, 2011–Oct 31, 2012) broken down by the total amounts paid or payable to federal and provincial governments.

A broader disclosure of the taxes borne by TD Bank Group can be found in our [2012 Corporate Responsibility Report](#).

## Business Debt Financing as at October 31, 2012

(authorized amounts in thousands)

TD is committed to making debt financing available to our customers across Canada. In 2012, authorized business loans totalled approximately \$238 billion.

Provinces and Territories		\$0-\$24,999	\$25,000-\$99,999	\$100,000-\$249,999	\$250,000-\$499,999	\$500,000-\$999,999	\$1,000,000-\$4,999,999	\$5,000,000+	Total
Newfoundland	Authorized Amount <sup>1</sup>	9,683	15,772	31,159	31,644	40,233	102,445	†	230,936
	Number of Clients	520	285	193	88	62	51	†	1,199
Prince Edward Island	Authorized Amount <sup>1</sup>	69,908	25,673	18,294	13,664	12,862	48,394	†	188,795
	Number of Clients	224	174	108	39	19	22	†	586
Nova Scotia	Authorized Amount <sup>1</sup>	29,018	41,911	85,276	97,690	110,319	302,679	1,106,235	1,773,128
	Number of Clients	1,749	406	536	281	158	137	67	3,664
New Brunswick	Authorized Amount <sup>1</sup>	17,332	32,361	51,334	79,516	63,101	159,344	197,598	600,586
	Number of Clients	1,042	574	328	232	96	73	12	2,357
Quebec	Authorized Amount <sup>1</sup>	78,528	162,975	397,586	566,411	553,316	1,491,502	3,714,505	6,964,823
	Number of Clients	8,299	3,346	2,460	1,637	821	723	195	17,481
Ontario	Authorized Amount <sup>1</sup>	1,266,431	1,398,398	2,305,370	2,726,800	2,892,261	8,752,696	176,828,256	196,170,212
	Number of Clients	73,763	25,505	14,760	7,928	4,280	4,157	2,452	132,845
Manitoba	Authorized Amount <sup>1</sup>	45,805	74,418	99,764	110,823	138,893	485,135	2,087,294	3,042,132
	Number of Clients	2,806	1,277	628	330	197	235	89	5,562
Saskatchewan	Authorized Amount <sup>1</sup>	49,968	107,540	176,074	186,092	173,520	463,205	627,186	1,783,585
	Number of Clients	2,860	1,714	1,093	543	257	237	55	6,759
Alberta	Authorized Amount <sup>1</sup>	330,932	477,212	839,533	916,441	862,291	2,771,530	10,400,757	16,598,696
	Number of Clients	16,895	8,204	5,271	2,677	1,274	1,308	497	36,126
Territories	Authorized Amount <sup>1</sup>	3,641	3,281	7,076	6,836	††	††	††	42,122
	Number of Clients	202	63	45	20	††	††	††	346
British Columbia	Authorized Amount <sup>1</sup>	295,649	311,042	521,824	748,758	833,945	2,196,659	6,310,399	11,196,988
	Number of Clients	15,384	5,290	3,221	2,155	1,253	1,060	352	28,699
<b>Total</b>	<b>Authorized Amount<sup>1</sup></b>	<b>2,196,895</b>	<b>2,650,583</b>	<b>4,533,290</b>	<b>5,484,675</b>	<b>5,680,741</b>	<b>16,773,589</b>	<b>201,272,230</b>	<b>238,592,003</b>
	<b>Number of Clients</b>	<b>123,744</b>	<b>47,168</b>	<b>28,643</b>	<b>15,930</b>	<b>8,417</b>	<b>8,003</b>	<b>3,719</b>	<b>235,624</b>

Above balances represent October 2012 ending balance for Corporate, Mortgage, MBNA and Visa Businesses. Corporate balances include loans, treasury, inventory and TD Leasing. Personal loans used for business purposes are not included in the totals.

Total clients = Mortgage and Corporate clients in 2012. Visa client numbers are not included since almost all have a loan as the primary client product included in Loans.

Territories = Yukon Territory, Northwest Territories and Nunavut Territory

<sup>1</sup> Authorized amounts in thousands of dollars.

† To preserve client confidentiality, client counts and authorizations for Newfoundland and P.E.I. have been combined with Nova Scotia data for the same size band and have been included in the Nova Scotia totals.

†† To preserve client confidentiality, client counts and authorizations for the Territories have been combined with B.C. data for the same size band and have been included in the B.C. totals.

## Branches Opened, Relocated and Closed in 2012

At the end of 2012, our Canadian retail network consisted of 1,168 branches.

### Branches Opened

All of the following branches were opened in 2012.

New Location Address	City/Province
63 Clearview Market Way	Red Deer, AB
3030 Colonel Talbot Rd	London, ON
3373 Main St	Vancouver, BC
9890 Main St	Lake Country, BC
6670 Sooke Rd	Sooke, BC
8710 Country Hills Blvd Nw	Calgary, AB
5790 Monkland Ave	Montreal, QC
1911 West 4th Ave	Vancouver, BC
174 Conception Bay Hwy	Conception Bay South, NL
1350 Railway Ave U#104	Canmore, AB
525 Highway 97 S Ste#800	West Kelowna, BC
12 Winchester Rd E	Brooklin, ON

New Location Address	City/Province
5679 Hazeldean Rd	Stittsville, ON
2828 De Salaberry	Montreal, QC
409 Highlands Blvd W	Lethbridge, AB
19369 Sheriff St W	Calgary, AB
9225 9th Line U#620	Markham, ON
386 Tower Hill Rd	Richmond Hill, ON
136 Avenue Lepine	Buckingham, QC
595 Henri Bourassa E	Montreal, QC
1965 Sherbrooke	Magog, QC
2640 152nd St	Surrey, BC
230 Toronto St S	Uxbridge, ON

### Branches Closed

All of the following branches were closed in 2012.

Address	City / Province
413 Dundas St W	Toronto, ON
61 Underhill Dr	Don Mills, ON
7975 Yonge St N	Innisfil, ON
54 King St E	Stoney Creek, ON
170 Laurier Ave W	Ottawa, ON

### Branches Relocated

All of the following branches were relocated in 2012.

This branch:	Relocated to:	City / Province
1077 North Service Rd	1065 North Service Rd	Mississauga, ON
501 Dundas St W	247 Spadina Ave	Toronto, ON
337 Richmond Rd	412 Richmond Rd	Westboro, ON
1810-1632 14th Ave NW	1774-1632 14th Ave NW	Calgary, AB
1800 Carling Ave	2154 Carling Ave	Ottawa, ON
5415 Spring Garden Rd	5495 Spring Garden Rd	Halifax, NS
1145 Dundas St E	1540 Dundas St E	Mississauga, ON
3285 Derry Rd W	3120 Argentia Rd	Mississauga, ON
184 Wilson St	182 Wilson St	Victoria, BC
1039 Memorial Ave	1039 Memorial Ave	Thunder Bay, ON
1588 Boundary Cres	1810 Dufferin Cres	Nanaimo, BC
161 Boulevard De La Concorde Est	899 Boulevard D'auteuil	Duvernay, QC

## Automated Teller Machines Opened and Closed in 2012

At the end of our fiscal year (Oct 31, 2012) we will have a total of 2,811 ATMs in our Canadian ATM network, which is an increase of 31 machines from last year.

### ATMs Opened

Address	City/Province
3433 North Road, Unit # 105	Burnaby, BC
9890 Main Street	Lake Country, BC
1810 Dufferin Crescent	Nanaimo, BC
1003 Columbia Street	New Westminster, BC
6670 Sooke Road	Sooke, BC
2640 152nd Street	Surrey, BC
2411 160 Street, Unit #40	Surrey, BC
3373 Main Street	Vancouver, BC
1911 West 4th Avenue	Vancouver, BC
100 – 182 Wilson Street	Vancouver, BC
525 Highway 97 S, Suite 800	West Kelowna, BC
104-1350 Railway Avenue	Canmore, AB
1774-1632 14th Avenue NW	Calgary, AB
8710 Country Hills Blvd NW	Calgary, AB
620 – 19367 Sherriff King Street SW	Calgary, AB
8900 – 114 Street, University of Alberta Student Union Building	Edmonton, AB
409 Highlands Blvd	Lethbridge, AB
63 Clearview Market	Red Deer, AB
200 – 2700 Main Street	South Airdrie, AB
1121 Main Street N	Melfort, SK
12 Winchester Road E	Brooklin, ON
1965 Sherbrooke Rue	Magog, QC
595 Boul Henri-Bourassa	Montreal, QC
2028 De Salaberry	Montreal, QC

Address	City/Province
1311 Barton Street E	Hamilton, ON
5679 Hazeldean Road	Kanata, ON
3030 Colonel Talbot Road	London, ON
9870 Highway # 48	Markham, ON
9225 9th Line	Markham, ON
3120 Argentia Road	Mississauga, ON
1065 North Service Road	Mississauga, ON
1540 Dundas Street E	Mississauga, ON
2154 Carling Avenue	Ottawa, ON
263 Elgin Street	Ottawa, ON
1600 James Naismith Drive	Ottawa, ON
412 Richmond Road	Ottawa, ON
386 Tower Hill Road	Richmond Hill, ON
363 Bremner Blvd	Toronto, ON
1 King Street West	Torontp. ON
363 Queen Street E	Toronto, ON
247 Spadina Avenue	Toronto, ON
200 Wellington Street	Toronto, ON
230 Toronto Street S	Uxbridge, ON
136 Avenue Lepine	Buckingham, QC
899 Boulevard Dauteiul	Laval, QC
5790 Monkland Avenue	Montreal, QC
5495 Spring Garden Road	Halifax, NS
174 Conception Bay Highway	Conception Bay South, NL

### ATMs Closed

Address	City/Province
1588 Boundary Crescent	Nanaimo, BC
100 – 184 Wilson Street	Victoria, BC
109 – 802 Bow Valley Trail	Canmore, AB
1632 14th Avenue NW	Calgary, AB
630 3 Avenue SW	Calgary, AB
8001 Flying Dust Reserve	Meadow Lake, SK
224 4 Avenue S	Saskatoon, SK
1740 Idylwyld Drive N	Saskatoon, SK
1010 Taylor Street	Saskatoon, SK
360 Broadway Avenue	Winnipeg, MB
7975 Yonge Street N	Innisfil, ON
3285 Derry Road W	Mississauga, ON
1145 Dundas Street E	Mississauga, ON
1077 North Service Road	Mississauga, ON

Address	City/Province
1800 Carling Avenue	Ottawa, ON
170 Laurier Avenue W	Ottawa, ON
337 Richmond Road	Ottawa, ON
501 Dundas Street W	Toronto, ON
3597 Lakeshore Blvd W	Toronto, ON
RR #3 Thunderbird Plaza Unit # 1	Wallaceburg, ON
94 Bridgeport Road E	Waterloo, ON
585 Weber Street N	Waterloo, ON
1550 Huron Church Road	Windsor, ON
Chisasibi Reserve	Chisasibi, QC
5415 Spring Garden Road	Halifax, NS
90146 Quartz Road, Unit # 103	Whitehorse, YK
630 Queen Elizabeth Way	Iqaluit, NT



## Affiliates

The following are the prescribed affiliates whose relevant activities are included in this Public Accountability Statement, as required by the *Bank Act*:

CT Financial Assurance Company	TD Capital Mezzanine Partners (Sidecar) L.P.
Primum Insurance Company	TD Direct Insurance Inc.
Security National Insurance Company	TD Equipment Finance Canada Inc.
TDAM USA Inc.	TD Financing Services Home Inc.
TD Asset Management Inc.	TD Financing Services Inc.
TD Auto Finance (Canada) Inc.	TD General Insurance Company
TD Auto Finance Services Inc.	TD Home and Auto Insurance Company
TD Capital Group Limited	TD Life Insurance Company
TD Capital Mezzanine Partners (Non-QLP) L.P.	TD Pacific Mortgage Corporation
TD Capital Mezzanine Partners (Parallel) Blocker Inc.	TD Waterhouse Private Investment Counsel Inc.
TD Capital Mezzanine Partners (Parallel) L.P.	Toronto Dominion (New York) LLC
TD Capital Mezzanine Partners (QLP) L.P.	Toronto Dominion (Texas) LLC

Public Accountability Statements for other declarants within TD: This section provides the public accountability statement for TD Mortgage Corporation and The Canada Trust Company ("the Declarants") and covers the Declarants' 2012 fiscal year (November 1, 2011 – October 31, 2012). The Declarants are subsidiaries of The Toronto-Dominion Bank and are among the financial institutions within TD.

As members of TD, the Declarants did not separately undertake or participate in the foregoing, as all such activities and donations are carried on by The Toronto-Dominion Bank on behalf of other members of TD, including the Declarants. All employees of the Declarants in Canada are employees of TD. The Declarants did not open or close any branches for their operations separate from those disclosed in the preceding Public Accountability Statement for The Toronto-Dominion Bank. All money authorized by way of debt financing to firms in Canada was made by The Toronto-Dominion Bank; none was authorized by the Declarants. The affiliates of the Declarants are listed above and covered by the preceding Public Accountability Statement of The Toronto-Dominion Bank.

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