

# TD Bank Group Investor Presentation

Q3 2015

# Caution regarding forward-looking statements **D**

From time to time, the Bank (as defined in this document) makes written and/or oral forward-looking statements, including in this document, in other filings with Canadian regulators or the United States (U.S.) Securities and Exchange Commission (SEC), and in other communications. In addition, representatives of the Bank may make forward-looking statements orally to analysts, investors, the media and others. All such statements are made pursuant to the "safe harbour" provisions of, and are intended to be forward-looking statements under, applicable Canadian and U.S. securities legislation, including the U.S. Private Securities Litigation Reform Act of 1995. Forward-looking statements include, but are not limited to, statements made in this document, the Management's Discussion and Analysis ("MD&A") in the Bank's 2014 Annual Report under the heading "Economic Summary and Outlook", for each business segment under headings "Business Outlook and Focus for 2015", and in other statements regarding the Bank's objectives and priorities for 2015 and beyond and strategies to achieve them, and the Bank's anticipated financial performance. Forward-looking statements are typically identified by words such as "will", "should", "believe", "expect", "anticipate", "intend", "estimate", "plan", "may", and "could".

By their very nature, these forward-looking statements require the Bank to make assumptions and are subject to inherent risks and uncertainties, general and specific. Especially in light of the uncertainty related to the physical, financial, economic, political, and regulatory environments, such risks and uncertainties - many of which are beyond the Bank's control and the effects of which can be difficult to predict may cause actual results to differ materially from the expectations expressed in the forward-looking statements. Risk factors that could cause, individually or in the aggregate, such differences include: credit, market (including equity, commodity, foreign exchange, and interest rate), liquidity, operational (including technology), reputational, insurance, strategic, regulatory, legal, environmental, capital adequacy, and other risks. Examples of such risk factors include the general business and economic conditions in the regions in which the Bank operates; the ability of the Bank to execute on key priorities, including to successfully complete acquisitions and strategic plans and to attract, develop and retain key executives; disruptions in or attacks (including cyber attacks) on the Bank's information technology, internet, network access or other voice or data communications systems or services; the evolution of various types of fraud or other criminal behaviour to which the Bank is exposed; the failure of third parties to comply with their obligations to the Bank or its affiliates, including relating to the care and control of information; the impact of new and changes to current laws and regulations; the overall difficult litigation environment, including in the U.S.; increased competition, including through internet and mobile banking; changes to the Bank's credit ratings; changes in currency and interest rates: increased funding costs and market volatility due to market illiquidity and competition for funding; changes to accounting standards, policies and methods used by the Bank; existing and potential international debt crises; and the occurrence of natural and unnatural catastrophic events and claims resulting from such events. The Bank cautions that the preceding list is not exhaustive of all possible risk factors and other factors could also adversely affect the Bank's results. For more detailed information, please see the "Risk Factors and Management" section of the 2014 MD&A, as may be updated in subsequently filed guarterly reports to shareholders and news releases (as applicable) related to any transactions or events discussed under the heading "Significant Events" in the relevant MD&A, which applicable releases may be found on www.td.com. All such factors should be considered carefully, as well as other uncertainties and potential events, and the inherent uncertainty of forward-looking statements, when making decisions with respect to the Bank and the Bank cautions readers not to place undue reliance on the Bank's forward-looking statements.

Material economic assumptions underlying the forward-looking statements contained in this document are set out in the 2014 MD&A under the headings "Economic Summary and Outlook", and for each business segment, "Business Outlook and Focus for 2015", each as updated in subsequently filed quarterly reports to shareholders.

Any forward-looking statements contained in this document represent the views of management only as of the date hereof and are presented for the purpose of assisting the Bank's shareholders and analysts in understanding the Bank's financial position, objectives and priorities and anticipated financial performance as at and for the periods ended on the dates presented, and may not be appropriate for other purposes. The Bank does not undertake to update any forward-looking statements, whether written or oral, that may be made from time to time by or on<sub>1</sub>its behalf, except as required under applicable securities legislation.

# **TD Bank Group – Key Themes**



# **TD Snapshot**



## **Our Businesses**

#### **Canadian Retail**

- Personal banking, credit cards and auto finance
- Small business and commercial banking
- Direct investing, advice-based wealth businesses, and asset management
- Property, casualty, life and health insurance

### **U.S. Retail**

- Personal banking, credit cards and auto finance
- Small business and commercial banking
- Corporate and specialty banking
- Wealth private client services
- Strategic relationship with TD Ameritrade

#### **Wholesale Banking**

- Research, investment banking and capital market services
- Global transaction banking

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Q3 2015 <sup>1</sup> (C\$ except otherwise noted)	Canadian Retail	U.S. Retail	
Total Deposits <sup>2</sup>	\$265B	\$257B	
Total Loans <sup>3</sup>	\$347B	\$153B	
Assets Under Administration	\$314B	\$15B	
Assets Under Management	\$249B	\$97B	
Reported Earnings <sup>4</sup>	\$5.7B	\$2.4B	
Adjusted Earnings <sup>4</sup>	\$5.8B	\$2.4B	
Customers	~15MM	>8MM	
Employees <sup>5</sup>	39,180	25,546	

### 2,471

retail locations in North America

### TD is a Top 10 North American bank<sup>6</sup>

Q3/15 is the period from May 1, 2015 to July 31, 2015.
 Total Deposits based on total of average personal and business deposits during Q3/15. U.S. Retail deposits include TD Ameritrade Insured Deposit Accounts (IDAs), Canadian Retail deposits include personal, business and wealth deposits.
 Total Loans based on total of average personal and business loans during Q3/15.

For trailing four quarters ended Q3/15. See slide 4. footnote 3 for definition of adjusted results.

For training four quarters ended Q3/15. See side 4, roothole 3 for definition of adjusted 1
 Average number of full-time equivalent staff in these segments during Q3/15.

6. See slide 6.

## **TD Strategy**



### To be the Better Bank

### **North America**

- Top 10 Bank in North America<sup>1</sup>
- One of only a few banks globally to be rated Aa1 by Moody's<sup>2</sup>
- Leverage platform and brand for growth
- Strong employment brand

### **Retail Earnings Focus**

- Leader in customer service and convenience
- Over 80% of adjusted earnings from retail<sup>3,4</sup>

- Strong organic growth engine
- Better return for risk undertaken<sup>5</sup>

### **Franchise Businesses**

Repeatable and growing earnings stream

Operating a franchise dealer of the future

Focus on customer-driven products

Consistently reinvest in our competitive advantages

### **Risk Discipline**

- Only take risks we understand
- Systematically eliminate tail risk

- Robust capital and liquidity management
- Culture and policies aligned with risk philosophy

Simple strategy, consistent focus

1. See slide 6

 For long term debt (deposits) of The Toronto-Dominion Bank, as at July 31, 2015. Credit ratings are not recommendations to purchase, sell, or hold a financial obligation inasmuch as they do not comment on market price or suitability for a particular investor. Ratings are subject to revision or withdrawal at any time by the rating organization.

## 3. Effective November 1, 2011, the Bank prepares its consolidated financial statements in accordance with International Financial Reporting Standards (IFRS), the current generally accepted accounting principles (GAAP), and refers to results prepared in accordance with IFRS as the "reported" results. The Bank also utilizes non-GAAP financial measures to arrive at "adjusted" results (i.e. reported results excluding "items of note", net of income taxes) to assess each of its businesses and measure overall Bank performance. Please see "How the Bank Reports" starting on page 5 of the Q3 2015 Report to Shareholders for further explanation and a reconciliation of the Bank's non-GAAP measures to reported basis results.

4. Retail includes Canadian Retail and U.S. Retail segments. See slide 7 for more detail.

5. Return on risk-weighted assets (RWA) is calculated as adjusted net income available to common shareholders divided by average RWA. See slide 21 for details. See footnote 3 above for definition of adjusted results.

# **Competing in Attractive Markets**

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### **Country Statistics**

- 10<sup>th</sup> largest economy
- Nominal GDP of C\$1.7 trillion
- Population of 35 million

#### **Canadian Banking System**

- Soundest banking system in the world<sup>1</sup>
- Market leadership position held by the "Big 5" Canadian Banks
- Canadian chartered banks account for more than 75% of the residential mortgage market<sup>2</sup>
- Mortgage lenders have recourse to both borrower and property in most provinces

#### **TD's Canadian Retail Business**

- Network of 1,166 branches and 2,880 ATMs
- 1 in 3 Canadians have a TD account
- Composite market share of 21%
- Ranked #1 or #2 in market share for most retail products
- Top tier dual credit card issuer
- Comprehensive wealth offering with significant crosssell opportunities

#### **Country Statistics**

- World's largest economy
- Nominal GDP of US\$15.1 trillion
- Population of 314 million

### **U.S. Banking System**

- Over 9,000+ banks with market leadership position held by a few large banks
- The 5 largest banks have assets > 50% of the U.S. economy
- Mortgage lenders have limited recourse in most jurisdictions

#### TD's U.S. Retail Business

- Network of 1,305 stores and 1,957 ATMs
- Operations in 5 of the top 10 metropolitan statistical areas and 7 of the 10 wealthiest states
  - US\$2.2 trillion deposits market<sup>3</sup>
  - US\$240 billion forecasted in purchase mortgage originations<sup>4</sup>
- Access to nearly 70 million people within TD's footprint

### Significant growth opportunities within TD's footprint

1. World Economic Forum, Global Competitiveness Reports 2008-2014.

- Includes securitizations. As per Canada Mortgage and Housing Corporation (CMHC).
- 3. Deposits capped at \$500MM in every county within TD's U.S. banking footprint based on 2013 FDIC Deposit Summary.

4. In-footprint purchase originations for 2014 do not include refinancings and are based on internal forecasts using data collected from the U.S. Department of Housing and Urban Development, Home Mortgage Disclosure Act, and Moody's Analytics.

# **TD in North America**

Q3 2015 C\$ except otherwise noted	D	Canadian Ranking⁵	North American Ranking <sup>6</sup>
Total assets	\$1,099B	1 <sup>st</sup>	5 <sup>th</sup>
Total deposits	\$686B	2 <sup>nd</sup>	6 <sup>th</sup>
Market capitalization	\$98B	2 <sup>nd</sup>	7 <sup>th</sup>
Adjusted net income <sup>1</sup> (trailing four quarters)	\$8.4B	2 <sup>nd</sup>	6 <sup>th</sup>
Reported net income (trailing four quarters)	\$7.9B	n/a	n/a
Common Equity Tier 1 capital ratio <sup>2</sup>	10.1%	5 <sup>th</sup>	10 <sup>th</sup>
Average number of full-time equivalent staff <sup>3</sup>	81,352	2 <sup>nd</sup>	6 <sup>th</sup>
Moody's rating⁴	Aa1	n/a	n/a

#### TD is a Top 10 North American bank

1. See slide 4, footnote 3, for definition of adjusted results.

2. See slide 20, footnote 1.

3. See slide 3, footnote 5 for more information.

4. See slide 4. footnote 2.

5. Canadian Peers – defined as other 4 big banks (RY, BMO, BNS and CM) adjusted on a comparable basis to exclude identified non-underlying items. Based on Q3/15 results ended July 31, 2015.

 North American Peers – defined as Canadian Peers and U.S. Peers. U.S. Peers. – defined as Money Center Banks (C, BAC, JPM) and Top 3 Super-Regional Banks (WFC, PNC, USB). Adjusted on a comparable basis to exclude identified nonunderlying items. For U.S. Peers, based on Q2/15 results ended June 30, 2015.

# **Composition of Earnings**



#### **Retail-focused earnings mix**

1. See slide 4, footnote 3, for definition of adjusted results. Total reported earnings were \$1,383MM and \$7,883MM in 2001 and 2014, respectively.

2. For financial reporting purposes, TD Ameritrade is part of the U.S. Retail business segment, but it is shown separately here for illustrative purposes.

3. TD had a reported investment in TD Ameritrade of 41.05% as at July 31, 2015 (October 31, 2014 - 40.97%).

4. For the purpose of calculating contribution by each business segment, adjusted earnings from the Corporate segment are excluded. For a definition of retail earnings, see slide 4, footnote 4.

## Strategic Evolution of TD



Evolving into a lower-risk retail focused bank with a franchise dealer

## **Our Risk Appetite**

We take risks required to build our business, but only if those risks:

- Fit our business strategy and can be understood and managed
- Do not expose the enterprise to any significant single loss events; we don't "bet the bank" on any single acquisition, business or product
- Do not risk harming the TD brand

**Proactive and disciplined risk management practices** 

# **TD Bank Group – Key Themes**



# **Stable Earnings Growth**

# Adjusted Earnings<sup>1,2,4</sup>



#### Targeting 7-10% adjusted EPS growth over the medium term

- 1. The Bank transitioned from Canadian Generally Accepted Accounting Principles (GAAP) to International Reporting Standards (IFRS) effective November 1, 2011. As a result of this transition, balances presented in the graph above are based on Canadian GAAP for 2010 and based on IFRS for 2011 to 2014. For details on the Bank's transition from Canadian GAAP to IFRS please see Note 40 of the 2012 Financial Statements and Notes. See slide 4 footnote 3 for definition of adjusted results. See also pages 217-223 of the 2014 Annual Report for a reconciliation for 10 years ending FY14. For the purpose of calculating contribution by each business segment, adjusted earnings from the Corporate segment are excluded. Reported earnings were as follows: \$4,644MM in 2011, \$6,460MM in 2012, \$6,640MM in 2013, and \$7,883MM in 2014.
- Effective July 4, 2011, executive responsibilities for TD Insurance were moved from Group Head Canadian P&C Segment to Group Head Wealth Segment. Results are updated for segment reporting purposes effective Q1 2012. These changes were applied retroactively to 2011 for comparative purposes.
- 3. As a result of the Bank's transition to IFRS as described above, the calculation of the Compounded Annual Growth Rate (CAGR) includes balances based on Canadian GAAP for 2010 and balances based on IFRS from 2011 to 2014.
- 4. Effective Q1 2014, retail segments were realigned into Canadian Retail and U.S. Retail. For details of the retail segments, see slides 3 and 7. The segment realignment along with implementation of new IFRS standard and amendments, and impact of the stock dividend announced on December 5, 2013 were applied retroactively to 2012 and 2013 results.

## **Solid Total Shareholder Returns**

## **Total Shareholder Return<sup>1</sup>**

Compounded Annual Growth Rates (CAGR)





#### Delivering top tier long-term shareholder returns

1. Compounded annual growth rates for all periods ended July 31, 2015. Source: Bloomberg.

2. Canadian Peers - defined as other 4 big banks (RY, BMO, BNS and CM).

3. North American Peers – defined as Canadian and U.S. Peers. U.S. Peers – defined as Money Center Banks (C, BAC, JPM) and Top 3 Super-Regional Banks (WFC, PNC, USB).

## Strong, Consistent Dividend History



#### **Dividends Per Share** (C\$)



#### Dividend has grown over time

# Q3 2015 Highlights

## **Key Themes**

Adjusted<sup>1</sup> EPS of \$1.20, up 4% YoY

### Adjusted Net Income up 5% from Q3/14

- Strong contribution from both Retail and Wholesale businesses
- Continued strength of US\$

### Adjusted Revenue<sup>2</sup> up 10% YoY (5.3% ex FX)

Strong loan, deposit and wealth asset growth, higher Insurance, fee-based and trading revenue partially offset by margin compression

### Adjusted Expenses up 9% YoY (3.6% ex FX)

Excluding FX driven by higher base and project costs, partially offset by productivity gains

### Strong CET1 Ratio of 10.1%

## **Financial Highlights \$MM**

#### P&L Summary Adjusted<sup>1</sup>

Adjusted <sup>1</sup>	(	ຊ3/15	Q2/15	Q3/14
Revenue <sup>2</sup>	\$	7,385	7,178	6,711
Expenses		4,261	4,243	3,912
Net Income	\$	2,285	2,169	2,167
Diluted EPS	\$	1.20	1.14	1.15
Reported	(	Q3/15	Q2/15	Q3/14
Revenue		8,006	7,759	7,509
Expenses		4,292	4,705	4,040
Net Income		2,266	1,859	2,107
Diluted EPS		1.19	0.97	1.11

#### **Segment Earnings**

	Q3/15		Q2/15	Q3/14
Retail <sup>3</sup> (adjusted)	\$	2,207	2,062	2,004
Retail (reported)		2,231	2,030	1,961
Wholesale		239	246	216
Corporate (adjusted)		(161)	(139)	(53)
Corporate (reported)		(204)	(417)	(70)

1. Adjusted results are defined in footnote 3 on slide 4.

2. For the purpose of this slide, the amounts of insurance claims have been netted from adjusted revenue. Adjusted revenues (without netting insurance claims) were \$7,482MM, \$7,742MM and \$7,985MM in Q3 2014, Q2 2015 and Q3 2015, respectively. 14 Insurance claims were \$771MM, \$564MM and \$600MM in Q3 2014, Q2 2015 and Q3 2015, respectively. Reported revenue, net of claims, was up 10% YoY.

3. "Retail" comprises Canadian Retail and U.S. Retail segments as reported in the Bank's Third Quarter 2015 Earnings News Release and MD&A.

# **Q3 2015 Segment Results Highlights**

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Canadian Retail	<ul> <li>Adjusted<sup>1</sup> net income up 8% YoY</li> <li>Good loan, deposit and wealth asset growth; strong Insurance earnings</li> <li>PCL up 4% YoY with higher Business banking, partially offset by a decrease in Personal banking PCL</li> <li>Adjusted<sup>1</sup> expenses up 4% YoY</li> </ul>	Solid P&C Banking, strong Wealth & Insurance
U.S. Retail	<ul> <li>In U.S. Dollar terms, adjusted<sup>1</sup> net income was up 1% YoY</li> <li>NIM down 12 bps QoQ, approximately half due to lower loan and deposit margins</li> <li>PCL increased 36% YoY primarily due to an increase in allowance build in Business banking</li> <li>Adjusted<sup>1</sup> expenses down 1% YoY</li> </ul>	Industry leading volume growth, disciplined expense management
Wholesale	<ul> <li>Net income up 11% YoY</li> <li>Revenue up 13% YoY with higher fixed income and equity trading, M&amp;A fees and corporate lending, partially offset by lower underwriting versus a strong prior year</li> <li>Expenses up 10% YoY</li> </ul>	Client-driven franchise model delivering strong results

### **Record financial results**

# **Q3 2015 Credit Highlights**

## **Highlights**

- Ongoing strong performance and growth across the broad portfolio
  - Loss rates remain at low levels
  - PCL and GIL ratios continue to exhibit a stable trend

## PCL Ratio (bps)<sup>1</sup>



GIL Ratio (bps)<sup>2</sup>



# **TD Bank Group – Key Themes**



## **Attractive Balance Sheet Composition<sup>1</sup>**

## Funding Mix<sup>2</sup>

## Wholesale Term Debt



### Personal and commercial deposits are primary sources of funds

1. As of July 31, 2015.

- 2. Excludes certain liabilities which do not create funding which are: acceptances, trading derivatives, other liabilities, wholesale mortgage aggregation business, non-controlling interest and certain equity capital: common equity and other capital instruments.
- 3. Bank, Business & Government Deposits less covered bonds and senior MTN notes.
- 4. Obligations related to securities sold short and sold under repurchase agreements.
- 5. Consists primarily of bearer deposit notes, certificates of deposit and commercial paper.

Includes certain private placement notes.

# **Gross Lending Portfolio**

### **Balances**

C\$B (unless otherwise noted)	Q3/15
Canadian Retail Portfolio	\$ 350.6
Personal	\$ 293.6
Residential Mortgages	180.2
Home Equity Lines of Credit (HELOC)	60.9
Indirect Auto	18.3
Unsecured Lines of Credit	9.5
Credit Cards	17.7
Other Personal	7.0
Commercial Banking (including Small Business Banking)	\$ 57.0
U.S. Retail Portfolio (all amounts in US\$)	US\$ 122.5
Personal	US\$ 56.9
Residential Mortgages	20.7
Home Equity Lines of Credit (HELOC) <sup>1</sup>	10.2
Indirect Auto	18.3
Credit Cards	7.1
Other Personal	0.6
Commercial Banking	US\$ 65.6
Non-residential Real Estate	13.3
Residential Real Estate	4.1
Commercial & Industrial (C&I)	48.2
FX on U.S. Retail Portfolio	\$ 37.6
U.S. Retail Portfolio (C\$)	\$ 160.1
Wholesale Portfolio <sup>2</sup>	\$ 31.2
Other <sup>3</sup>	\$ 2.1
Total	\$ 544.0

## Highlights

Canadian portfolio
<ul> <li>Real estate secured lending volume up 4% YoY</li> <li>\$241 billion portfolio (58% insured)</li> <li>Uninsured residential mortgage current LTV<sup>4</sup> of 59%</li> </ul>
<ul> <li>Auto lending volume increased 17% YoY</li> <li>All other personal lending volumes up 2% YoY</li> <li>Business loans and acceptances up 9% YoY</li> </ul>
U.S. portfolio

- Average personal loans<sup>5</sup> increased 4% YoY
- Average business loans increased 17% YoY

1. U.S. HELOC includes Home Equity Lines of Credit and Home Equity Loans.

2. Wholesale portfolio includes corporate lending and other Wholesale gross loans and acceptances.

Other includes Acquired Credit-Impaired Loans and Corporate Segment Loans.
 Current LTV is the combination of each individual mortgage LTV weighted by the mortgage balance

Excluding the impact of the Target U.S. credit card portfolio acquisition.

Note: Some amounts may not total due to rounding. Excludes Debt securities classified as loans.

# **Capital & Liquidity**



## Highlights

- Basel III Common Equity Tier 1 ratio 10.1%
- Increase QoQ reflects solid organic capital generation partly offset by increased RWA
- Leverage ratio of 3.7%
- Liquidity coverage ratio of 123%

## Basel III Common Equity Tier 1<sup>1</sup>



Remain well-positioned for evolving regulatory and capital environment

# **Strong Focus on Risk-Adjusted Return**

## Accolades

- "Safest Bank in North America & One of the World's 50 Safest Banks"
  - Global Finance Magazine
- "Best Big Bank in America" – Money® Magazine
- "One of the World's Most Admired Companies"
  - Fortune Magazine

### "Best Bank in Canada"

- Euromoney Magazine

### Highly rated franchise

# Q3 2015 Adjusted Return on Risk-Weighted Assets<sup>1</sup>



### Ratings<sup>5</sup>

	Moody's	S&P	DBRS
Rating	Aa1	AA-	AA
Outlook	Negative	Negative	Negative

1. As a result of the transition to IFRS as described on slide 11, footnote 1, the calculation of risk-weighted assets is based on IFRS. Return on Risk-Weighted Assets (RWA) is adjusted net income available to common shareholders divided by average RWA. Adjusted results are defined on slide 4, footnote 3. See slide 20, footnote 1.

- 2. TD based on Q3/15 adjusted results as defined on slide 4, footnote 3.
- 3. Canadian Peers defined as the other big 4 banks (RY, BMO, BNS, and CM). Based on Q3/15 adjusted results ended July 31, 2015.

4. U.S. Peers – defined as Money Center Banks (C, BAC, JPM) and Top 3 Super-Regional Banks (WFC, PNC, USB). Based on Q2/15 adjusted results ending June 30, 2015. 5. See slide 4, footnote 2 for more information on credit ratings.

# **TD Bank Group – Key Themes**



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# **Canadian Retail**

## **Consistent Strategy**

#### How we compete

- Committed to customer service and convenience across all channels
- Focused on operational excellence
- Integrated product offerings
- Reinvesting for the long-term





10<sup>th</sup> JD Power Award win in a row<sup>6</sup>

11<sup>th</sup> IPSOS Best Banking win in a row<sup>7</sup>

Focused on above average earnings growth and driving greater efficiency

#### Adjusted Net Income<sup>1</sup> (C\$MM) Segment Realignment \$5.490 \$4,681 \$4,567 \$4,442 \$3,095 \$3,051 2010 2013 YTD 2015 2011 2012 2014

### Q3 2015 Highlights

Total Deposits <sup>2</sup>	C\$265B	Employees <sup>4</sup>	39,180
Total Loans <sup>2</sup>	C\$347B	Customers	~15MM
Assets Under Administration	C\$314B	Mobile Users <sup>5</sup>	2.9MM
Assets Under Management	C\$249B	Branches	1,166
Gross Insurance Premiums <sup>3</sup>	C\$4.0B	ATMs	2,880
Adjusted Earnings <sup>3</sup>	C\$5.8B		

 See slide 4, footnote 3 for definition of adjusted results. See slide 11, footnotes 1, 2 and 4 for explanation of net income presented under Canadian GAAP and IFRS, and information on segment realignment. Reported earnings for 2012 was C\$4,463MM, 2013 was C\$4,569MM, and for 2014 was C\$5,234MM. Reported earnings equal adjusted earnings for 2010, 2011 and YTD 2015.

- 2. Total Deposits based on total of average personal, business and wealth deposits during Q3/15. Total Loans based on total of a verage personal and business loans during Q3/15.
- For trailing four quarters ending Q3/15. See slide 4, footnote 3 for definition of adjusted results. Reported earnings for the same period was C\$5,746MM

Average number of full-time equivalent staff during Q3/15.

- A Average induces or unine equivalent start during QUID.
  5. Active mobile users are defined as TD customers who have logged in using the Canadian mobile or tablet apps (applications) within the last 90 days.
- Canded Trust received the highest numerical score among the big five retail banks in the proprietary J.D. Power 2006-2015 Canada Retail Banking Customer Satisfaction Studies<sup>SM</sup>. 2015 study based on more than 14,000 total responses and measures opinions of consumers with their primary banking institution. Proprietary study results are based on experiences and perceptions of consumers surveyed April-May 2015. Your experiences may vary. Visit jdpower.com.
   Reted #1 among Canada's five major banks for "Overall quality of customer service" by independent market research firm Ipsos (formerly Synovate) from 2005 to 2015.

# **Canadian Retail**

### **Personal & Commercial Banking**

- #1 or #2 market share in most retail products<sup>1</sup>
- On average 44% longer branch hours than peers<sup>2</sup> with nearly 430 branches offering Sunday banking
- Mobile banking leadership in Canada with the highest number of mobile subscribers accessing financial services<sup>3</sup>
- #2 business bank in Canada in both credit and deposit market share

## **Credit Cards**

- #1 card issuer in Canada measured by outstanding card loan balances
- Premier travel card offering with suite of TD Aeroplan Visa and TD First Class Visa cards
- North American operational scale and professional expertise

## **Auto Lending**

- Comprehensive banking solutions for our dealers, including floor plan, commercial banking and wealth management
- Full spectrum of lending to more than 4,000 active dealers across Canada
- Market leading positions in non-prime and recreational, leisure vehicle and marine segments

## Wealth

- Leveraging TD brand and retail banking client base to cross-sell
- #1 online brokerage for assets and trades<sup>4</sup>
- #1 institutional asset manager<sup>5</sup>

### Insurance

- Personal lines products in Canada, including Home & Auto, Life & Health, Creditor and Travel insurance
- #1 direct writer of home & auto insurance<sup>6</sup>
- #1 Affinity writer of home & auto insurance<sup>6</sup>

### Robust retail banking foundation in Canada with proven performance

<sup>1.</sup> Sources: CBA, OSFI and IFIC as at May 2015 Market Share Summary (internally produced report).

<sup>2.</sup> As at April 30, 2015. Canadian Peers are defined as RY, BNS, BMO and CM.

<sup>3.</sup> Comscore reporting current as of June 30, 2015.

<sup>4.</sup> Market share is based on Investor Economics as of March 2015.

<sup>5.</sup> Source: Benefits Canada "2015 Top 40 Money Managers Report" released May 2015.

# **U.S.** Retail

## **Consistent Strategy**

### How we compete

- Providing customers with legendary service and convenience
- Bringing the whole Bank to our customers
- Conservative risk appetite
- Unique employee culture
- Leveraging TD's North American scale



**BEST BIG BANK** 



Named "Best Big Bank" in Money®'s "Best Banks 2014" Issue<sup>6</sup> Ranked Among Top 50 Companies for Diversity and Inclusion

# s 2014" Issue<sup>6</sup> and Inclusion

# Expecting modest earnings growth given interest rate challenges



### Q3 2015 Highlights

	C\$	US\$		
Total Deposits <sup>2</sup>	\$257B	\$206B	Employees <sup>4</sup>	25,546
Total Loans <sup>2</sup>	\$153B	\$122B	Customers	>8MM
Assets Under Administration	\$15B	\$11B	Mobile Users <sup>5</sup>	1.9MM
Assets Under Management	\$97B	\$74B	Stores	1,305
Adjusted Earnings <sup>3</sup>	\$2.4B	\$2.0B	ATMs	1,957

 See slide 4, footnote 3 for definition of adjusted results. See slide 11, footnotes 1, 2 and 4 for explanation of net income presented under Canadian GAAP and IFRS; and information on segment realignment. Reported earnings for 2010 was C\$973MM (US\$941MM), for 2011 was C\$1,188MM (US\$1,205MM), for 2012 was C\$1,325MM (US\$1,318MM), for 2013 was C\$1,752MM (US\$1,715MM), and for YTD 2015 was C\$1,893MM (US\$1,555MM). Reported earnings equal adjusted earnings for 2014.

- Total Deposits based on total of average personal deposits, business deposits and TD Ameritrade Insured Deposit Accounts (IDAs) during Q3/15. Total Loans based on total of average personal and business loans during Q3/15.
   For trailing four quarters ending Q3/15. See slide 4, footnote 3 for definition of adjusted results. Reported earnings for the same period were C\$2,402MM (US\$2,017MM).
- For trailing four quarters ending Q3/15. See slide 4, footnote 3 for definition of full time equivalent staff during Q2/45.
- . Average number of full-time equivalent staff during Q3/15.
- 5. Active mobile users are defined as TD customers who have logged in using the U.S. mobile app (application) within the last 90 days.

6. MONEY is a registered trademark of Time Inc. and is used under license. From MONEY® Magazine, November, 2014 © 2014 Time Inc. MONEY and Time Inc. are not affiliated with and do not endorse products or services of TD Bank, N.A. or TD Bank Group.

# **U.S.** Retail



## **Personal & Commercial Banking**

- Top 10 bank<sup>1</sup> with 8MM+ customers, operating retail stores in 15 states and the District of Columbia
- Open longer than the competition, including Sunday banking in most markets
- #3 market share in NYC<sup>2</sup> and targeting top 5 market share in all of our major markets
- Significant opportunity to target key customer segments and deepen customer relationships
- Solid commercial growth opportunities across our Maine-to-Florida footprint

## **Credit Cards**

- Exclusive issuer of Target-branded Visa and private label consumer credit cards to Target's U.S. customers
- Announced strategic credit card relationship with Nordstrom and acquisition of existing U.S. Visa and private label consumer credit card portfolio<sup>3</sup>
- North American operational scale and professional expertise

## **Auto Lending**

- Comprehensive banking solutions for our dealers, including floor plan, commercial banking and wealth management across the TD Bank footprint
- Prime indirect lending to dealers in each of the 50 states and the District of Columbia
- Focused on strategic dealer partnerships where our value proposition best aligns with dealers' needs and priorities

## Wealth

- Building U.S. wealth capability in the high net worth and private banking space
- Acquired in 2013, Epoch Investment Partners expands overall product capabilities in the U.S. and Canada

## **TD Ameritrade**

- Strategic relationship drives mutually beneficial customer referrals and growth
- Market leadership in trading in the U.S.<sup>4</sup>
- Ranked #1 overall broker in the U.S. by StockBrokers.com for the fourth straight year<sup>5</sup>

### Top 10 bank in the U.S. with significant growth opportunities

<sup>1.</sup> Based on total deposits as of March 31, 2015. Source: SNL Financial, Largest Banks and Thrifts in the U.S. by total deposits.

<sup>2.</sup> Rank third in retail deposits among competitors (capped at US\$500MM) in NYC (i.e., Manhattan, Brooklyn, Queens, the Bronx, and Staten Island)

<sup>3.</sup> As announced via press release on May 26, 2015. Subject to regulatory approvals and other customary conditions, the transaction is expected to close in the second half of calendar 2015.

<sup>4.</sup> Internally estimated daily average revenue client trades (DARTS) based on last twelve months publicly available reports for E\*TRADE Financial and Charles Schwab as of March 31, 2015

<sup>5.</sup> TD Ameritrade was ranked #1 overall out of 15 online brokers evaluated in the StockBrokers.com Online Broker Review 2015. TD Ameritrade was ranked #1 overall and was also rated #1 or Best in Class (within top 5) in several categories, including "Offering of Investments", "Platforms & Tools" (4th year in a row), "Customer Service" (5th year in a row), "Education" (3rd year in a row), "New Investors" (3rd year in a row), "Research" (4th year in a row), "Mobile Trading" (3th year in a row), "Options Trading" (5th year in a row), and "Active Trading" (5th year in a row) TD Ameritrade also received awards for #1 Tablet App and #1 Trader Community.

# Wholesale Banking

## **Consistent Strategy**

#### How we compete

#### Canada

- Be the top-ranked integrated investment dealer
- Fully aligned with TD Bank Group partners
- Provide superior advice and execution

#### U.S.

- Extend Canadian franchise's goals into the U.S.
- Build U.S. franchise in partnership with TD Bank, America's Most Convenient Bank

#### **Outside North America**

 Be a focused player in franchise/client-driven businesses (*e.g.*, super-sovereign agencies, fixed income, foreign exchange)

Top 3 in Corporate & Government Debt Underwriting<sup>5</sup> Fourteen years as Top Equity Block Trader in Canada<sup>6</sup>

## Net Income<sup>1</sup>



### Q3 2015 Highlights

CET1 Capital Risk-Weighted Assets <sup>2</sup>	C\$62B
Trading Revenue <sup>3</sup>	C\$1.5B
Earnings <sup>3</sup>	C\$837MM
Employees <sup>4</sup>	3,736

### Targeting 15-20% ROE with franchise focus

1. Reported earnings and adjusted earnings were equal for all time periods indicated in chart except for 2010 when reported earnings was \$866MM. See slide 4, footnote 3 for definition of adjusted results.

Effective 2013, amounts are calculated in accordance with the Basel III regulatory framework, and are presented based on the "all-in" methodology. Effective January 1, 2014, the Credit Valuation Adjustment (CVA) capital charge is phased in over a five year period based on a scalar approach whereby 57% of the CVA capital charge was applied in 2014 for the CET1 calculation. This percentage increased to 64% for 2015 and 2016, and increases to 72% in 2017, 80% in 2018, and 100% in 2019.
 For trailing four quarters ending Q3/15.

Average number of full-time equivalent staff during Q3/15.

6. Canadian equity block trades by value on all Canadian exchanges from 2001-2014. Source: IRESS

<sup>5.</sup> For Corporate Debt & Government underwriting deals in Canada for calendar year 2015. Excludes self-led domestic bank deals and credit card deals. Bonus credit to lead. Source: Bloomberg.

# Wholesale Banking



### Focus on client-driven franchise businesses

- Diversified business mix with a North American focus
- Presence in key global financial centres
- Evolved the business model by strategically repositioning the dealer to concentrate on core client-driven activities

### A North American dealer aligned with our TD partners

• Focus on integrating the strength of the TD brand and alignment with our enterprise partners

### Solid returns without going out the risk curve

- Disciplined and proactive risk management by focusing on franchise clients, counterparties, and products
- Delivered strong business results while exiting proprietary-type businesses

### Well positioned for growth

- Build on our position as a top 3 investment dealer in Canada by increasing our origination footprint with Canadian clients<sup>1</sup>
- Focus on growing and deepening client relationships with U.S. corporate and institutional clients
- Leverage our U.S. Primary Dealer designation for continued growth in U.S. fixed income markets
- Grow foreign exchange, commodities and metals businesses globally

### A client-centric wholesale franchise

# **Omni-Channel Comfort and Convenience**



## **Consistent Strategy**

### How we compete

- Customer-centricity allows customers to choose how, when and where they bank
- <u>Omni-channel</u> means a focus on seamless transitions and 24/7 support across multiple channels, integrating physical and digital interactions
- Our North American structure leverages technology and capabilities to drive customer adoption and innovation for our Canadian and U.S. Retail businesses



#### Leadership in Customer Service Excellence by Ipsos<sup>1</sup> Among the Big 5 Canadian Banks for branch,

ATM, online, mobile, and live agent phone



## **Digital Enhancements**



Easily deposit cheques as soon as they are received with TD Mobile Deposit (U.S. and Canada)

**TD Live Chat** 

Text us at

TDHELP



Confidently deposit cheques and cash at ATMs without envelopes and have the cheque image printed on your receipt (U.S. and Canada)

TD Live Chat gives customers the option to connect online with banking specialists (Canada)

First major bank in Canada to offer customer service support via text message (Canada)

Bank, trade and make payments from anywhere with one integrated mobile app (Canada)

- In Canada, make small purchases with a tap of your smartphone using TD Mobile Payment, and conveniently view banking information from your Apple Watch<sup>TM, 2</sup>
- In the U.S., use Apple Pay<sup>™</sup> with your TD Bank Visa<sup>®</sup> credit or debit card<sup>2</sup>

1. TD Canada Trust achieved leadership in banking excellence in the following channels in the 2015 Ipsos Best Banking Awards: branch, ATM, online and mobile. Leadership is defined as either a statistically significant lead over the other Big 5 Canadian Banks (at a 95% confidence interval) or a statistically equal tie with one or more of the Big 5 Canadian Banks. Ipsos 2015 Best Banking Awards are based on ongoing quarterly Customer Service Index (CSI) survey results. Sample size for the total 2015 CSI program year ended with the August 2015 survey wave was 45,391 completed surveys yielding 65,991 financial institution ratings nationally.

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# **Corporate & Social Responsibility**

## Highlights

- Highest in Customer Satisfaction Among the Big Five Retail Banks in Canada by J.D. Power<sup>1</sup>
- One of the 50 Best Employers in Canada<sup>2</sup>
- TD Bank, America's Most Convenient Bank, named among the Top 50 Companies for Diversity by Diversity Inc. for the third year in a row
- Among the best places to work for LGBT equality in the U.S. with a perfect score on Human Rights Campaign's Equality Index for 6th straight year
- Named "Best Green Bank North America 2015" by U.K. based capital Finance International
- Included on the Maclean's 50 Most Socially Responsible Corporations list
- Top ranked bank on the Best 50 Corporate Citizens in Canada list issued by Corporate Knights
- Only Canadian bank recognized in the 2014 Global
   Performance Leadership Index by CDP for pioneering efforts to combat climate change and reduce carbon emissions
- CDP CLIMATE PERFORMANCE LEADER 2014 CANADA'S GREENEST EMPLOYERS CANADA'S GREENEST EMPLOYERS CONFORMATE EQUALITY INDEX

- TD Friends of the Environment Foundation celebrates 25 years with over C\$70 million in funds disbursed in support of more than 23,000 local environmental projects
- More than 185,000 trees planted through TD Tree Days, TD's flagship volunteer program, in Canada, the U.S., the U.K. and Luxembourg over the past five years with 50,000 more to be planted in 2015
- TD Asset Management is a signatory to United Nations Principles for Responsible Investment
- Donated more than C\$82 million in 2014 to not-for-profit groups in Canada, the U.S., the U.K., and Asia Pacific
- Recognized by sustainability indices
  - Dow Jones Sustainability Index (World)
  - Dow Jones Sustainability Index (North America)
  - Ethibel Sustainability Index Global
  - Jantzi Social Index
  - FTSE4Good Index
  - MSCI Global Sustainability Indexes
  - Nasdaq OMX CRD Global Sustainability Index

Making positive impacts on customers, workplace, environment, and community

For further information about Corporate Responsibility, please visit <u>http://www.td.com/corporateresponsibility/</u> 1. See slide 23, footnote 6 for more information regarding the J.D. Power ranking.

See Side 23, roothole of on more mormation regarding the J.D. Power rank
 According to AON Hewitt's "50 Best Employers in Canada" for 2008 - 2014.

# **A Principled Approach**

## **Guiding Principles**

- Deliver Legendary Customer Experiences
- Be an Extraordinary Place to Work
- Operate with Excellence
- Understand Our Business
- Take Only Risks We Understand and Can Manage
- Enhance Our Brand
- Increase Shareholder Value

### Living TD principles to be The Better Bank

## Leadership Profile

- Make an Impact and Value Speed
- Build for the Future
- Inspire the Will to Win
- Act Decisively while Working Effectively in Teams
- Live Transparency and Respect Different Views
- Show Excellent Judgment
- Demonstrate Unwavering Integrity

## **TD Model Has Proven Its Resilience**



### Targeting 7-10% adjusted EPS growth over the medium term

1. By Fortune magazine in 2014 . TD ranked fourth of all global banks in the in the megabanks category.

2. By Brand Finance in 2012, 2013 and 2014.

3. By Macleans magazine and Sustainalytics in 2012, 2013, and 2014.

## **Phone:** 416-308-9030 or 1-866-486-4826

## Email: tdir@td.com

## Website: www.td.com/investor



Grand Prix for Best Overall Investor Relations: Large Cap

Best Investor Relations by Sector: Financial Services

Best Investor Relations by a CFO: Large Cap

Best Investor Relations Officer: Large Cap

**Best Financial Reporting** 

**Best Use of Technology** 



# TD Bank Group Investor Presentation

Q3 2015