

2017 Public Accountability Statement

The Toronto-Dominion Bank's 2017 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 Statements Regulations (section 459.3(1) of the *Bank Act*) and pertains to our most recent fiscal year (November 1, 2016 to October 31, 2017).

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Community Development and Philanthropic Activity

We strive to make a positive impact where we do business and where our customers and employees live and work.

For us, that means contributing to the social and economic development of our communities in meaningful, long-lasting and innovative ways.

Our Priorities

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

- **Financial Literacy and Education;**
- **The Environment;** and
- **Creating Opportunities for Young People.**

In 2017, TD donated \$107 million (excluding in-kind) to community organizations across North America and the U.K. Within Canada, our corporate giving increased to \$73.7 million, from \$68.2 million in 2016 – representing 1.2% of our pre-tax profits and exceeding Imagine Canada's 1% benchmark. These donations supported more than 2,600 community organizations throughout the country.

Charitable Donations and Philanthropic Activities – 2017 Highlights (Canada)

Financial Literacy and Education

Strengthening financial education is a priority for TD. We invested over \$5.2 million to support youth and adult financial education programs across Canada, including:

- **Money Matters** (ABC Life Literacy Canada); and
- **Economics for Success** and **Dollars with Sense** (Junior Achievement).
- We partnered with **Venture for Canada**, a career “accelerator” for recent grads. The non-profit recruits, trains and supports recent graduates to spend two years working at innovative startups across Canada. With TD's support, Venture for Canada will enhance its fellowship program by providing cutting edge education in fields such as financial education and cleantech entrepreneurship.
- **Money Matters:** Developed in 2011 by ABC Life Literacy Canada in partnership with TD, Money Matters is a free program for adult learners that teaches topics like banking, saving and building credit. The program's success has led to different versions adapted for newcomers, Indigenous peoples and post-secondary students. With funding from TD and the ongoing work of hundreds of TD volunteer tutors, this past year the

Money Matters suite of programs reached a milestone of 10,000 learners. To date, the program has been taught in community centres and classrooms by TD volunteer tutors. To reach more learners, in late 2017 ABC and TD launched Money Matters Online for people who can't attend workshops in person. TD recently announced a further \$3 million commitment to continue expanding the program.

- **Research:** TD commissioned Environics Research to conduct an online survey of Canadian parents with a child aged 4-17 currently living in their household. While money is ranked among the four most important topics to discuss with their child, nearly one in three (31 per cent) parents find it hard to talk to their kids about money matters. We have used the survey insights to inform TD's financial education efforts.

The Environment

In the community, we work with organizations to deliver programs that help address local needs and provide positive environmental change. We do this through our community granting programs, which support small and large organizations.

- Through the generous support of 180,000 donors, the TD Friends of the Environment Foundation (TD FEF) provided \$6 million to over 600 community environment projects in 2017.
- With over 10,500 volunteers registered (43% being youth) we marked a milestone year, planting the 300,000th tree since TD Tree Days started in 2010. Since 1990, TD has helped plant nearly one million trees through TD FEF and TD Tree Days initiatives.
- In recognition of Canada's 150th anniversary, we supported the Nature Conservancy of Canada's cross-country speaker series, NatureTalks, to help bring people together for a night of thought-provoking discussion on Canada's landscape and natural resources.

In addition, we also made corporate donations of \$8.3 million to community environmental projects.

Creating Opportunities for Young People

In 2017, we donated \$22.0 million to programs that create opportunities for young Canadians, of which \$6.8 million was invested to promote and support children's reading and literacy initiatives including:

- **TD Summer Reading Club**, a free and inclusive program delivered by over 2,000 public libraries across the country last year, with over 620,000 children participating.
- **TD Grade One Book Giveaway**, the largest free book distribution program for school-aged children. Last year more than 550,000 free Canadian storybooks

were given to Grade One students nationwide. Funded entirely by TD, since 2000 more than 9 million books have been given away through the program.

- The 13th annual **TD Canadian Children's Literature Award**, the largest cash prize in Canadian children's literature, which recognized the year's best children's books in English and French.
- **Indigenous Summer Literacy Camps**, an initiative of Frontier College supported by TD. Over 7,300 children attended camps in 117 Indigenous communities across Canada last year.

Since 2000, TD has invested more than \$39.7 million to support literacy and reading programs at local schools and public libraries across Canada.

Employee Volunteering

We recognize the strong link between volunteerism and employee engagement as well as the success of local communities. That's why we support employee involvement in community service and provide employees with many opportunities to share their talents – through time off for community work, running our own volunteer campaigns like TD Tree Days, and the **TD Volunteer Network (TDVN)**, an online platform where employees can easily find activities that fit their interests and professional development, track volunteer hours and apply for a TD Volunteer Grant.

TD has a very active volunteer force. There were 19,986 Canadian employees in our TD Volunteer Network in 2017, who volunteered 83,410 hours to better their communities. For every 40 hours or more employees spend volunteering with a registered charity in a 12-month period, they are eligible to receive a \$500 grant that TD will make on their behalf to the charity. In Canada, 554 of these grants were issued in 2017, totaling \$277,000. Additionally, TD employees in Canada raised more than \$14.1 million for United Way.

Other Community Support

Outside of TD's giving focus areas, we contributed to Canadian communities in many other ways in 2017:

- We donated \$100,000 to **Gender Creative Kids Canada** – a Montreal-based organization that provides support for gender non-conforming and transgender children, youth and their families. Over the next two years, our donation will assist with building organization capacity, developing education and training programs and providing peer support so that Gender Creative Kids Canada can continue its great work.
- Through sponsorship and executive championing from TD, **ACCESS Employment** launched the Empowering Women program. With a focus on assisting newcomer

women to realize their leadership potential, this intensive one-week program includes leadership and communication training, as well as mentoring from TD executives.

- **National Centre for Truth and Reconciliation:** In 2015, TD committed \$1 million over 10 years to this vital project stewarded by the University of Manitoba. Our funding supports the purchase of scanning equipment and TD Internships for Truth and Reconciliation.

For more information about TD's community involvement, please visit www.td.com/responsibility.

Small Business

Small business credit and deposit account products are available at all TD branches. To better assist Small Business customers, TD has dedicated Account Managers where our customers do business across Canada. We have invested in additional training for these Account Managers to assist them in providing best-in-class advice, offering proactive and innovative solutions based on the unique needs of each business. We have also invested in our technology and systems to be able to provide faster access to credit to meet our Small Business customers' needs.

2017 Highlights

- TD provided small business customers with more than 29,000 loans and other credit facilities, totaling over \$2 billion in new and increased credit authorizations, up from \$1.8 billion in 2016.
- We continued to participate in the federal government's Canada Small Business Financing Loan program. Since April 1, 2009, over \$1.12 billion has been funded by TD Canada Trust under the program. We also continued to participate in the Canadian Agricultural Loans Act program that gives farmers easier access to credit, and supported farmers in Québec by offering the La Financière agricole du Québec Farm Financing Program.
- As an ongoing Official Partner of Big Dreams, we provided ad space to 18 small businesses on TD's media platforms (print, social media and digital), enabling these companies to promote their brands and products. Additionally, we hosted a video series profiling some of our small business customers, highlighting the story that led to their path of success. From youth mentorship to refugee support, the companies featured this year played a big part in their community – such as Halifax-based Natural Wood Designs, a company that repurposes dying wood into one-of-a-kind furniture pieces.

- To highlight Small Business Month in October, TD collaborated with the Financial Post to host a seven-part Small Business Advice Series across Canada for our customers. Each event featured a keynote address from a recognized successful entrepreneur, as well as a networking opportunity for business owners. We also focused on supporting smaller local events across the country including hosting a learning series for customers and sponsoring business awards, networking and Chamber of Commerce events.

Access to Financing

A variety of options makes it easier for seniors, students, youth and low-income customers to start and maintain a banking relationship. 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.

Social barriers to accessing financial products and services can include not having a fixed address or a poor credit rating that prevents traditional bank loans. TD is involved in many innovative programs to help remove social barriers and increase access primarily through TD's financial education initiatives. By equipping people with the tools and knowledge to manage their accounts, we can help improve their financial stability and personal well-being.

In Canada, accessible options include:

- All customers can select the TD Minimum Chequing Account, a low-fee, basic banking option.
- For youth 18 years and younger, we offer the no-monthly fee Youth Account providing unlimited transactions.
- We also give parents of youth customers under 12 years of age a "Money Fun Activity Book" which provides them with a series of learning activities offering their child an understanding of money and finances while providing parents with the opportunity to discuss these topics as a family and share values on the topic.
- For students (full-time post-secondary), we offer the no-monthly fee TD Student Chequing Account that includes 25 transactions per month.
- For Seniors (60 years of age or older), we offer both a 25% monthly fee rebate on the TD Every Day Chequing Account, TD Unlimited Chequing Account and TD All-Inclusive Banking Plan and a no-monthly fee TD Minimum Chequing Account for Seniors (60 years of age or older) collecting Guaranteed Income Supplement.

- The TD Access Card allows customers to use their debit card both in Canada and internationally to make purchases online, at a point-of-sale terminal or transact at an ATM.
- Customers can pay Canadian bills from accounts and transfer money between accounts in-branch, through the TD app and online.
- TD EasyWeb and the TD app allow customers to access their transaction history, pay bills, transfer money, and deposit cheques at their convenience.
- The TD MySpend app is a smart, easy-to-use money management tool that helps customers monitor spending from their TD Canadian dollar personal banking accounts and credit card accounts. It enables customers to make informed spending choices and find ways to save.

Addressing physical barriers through branch and ATM design and retrofits is only a first step in providing greater accessibility for customers with disabilities. We constantly work on solutions that enable better access to services at ATMs and through our phone and online channels.

- Supporting Customers with Disabilities training educates TD employees about our accessibility services, and on serving all customers, including those with disabilities.
- TD continually explores ways to ensure that we are ready to provide a legendary experience for our customers with disabilities. In 2017, a pilot project was initiated at several TD Canada Trust locations to evaluate the use of iPads to facilitate on-demand American Sign Language (ASL) interpretation for customers who are deaf.
- In person Sign Language interpreters can also be pre-booked to facilitate conversations at our TD Canada Trust branches.
- TD is actively participating in the CNIB's "ShopTalk" project in Toronto's Yonge and St. Clair neighbourhood, using beacon and mobile technology to provide information and improve physical navigation for individuals who are blind or partially sighted.
- Documentation can be produced in a variety of alternate formats including large print, accessible PDF and Braille.
- Our dedicated accessibility specialists continue to enhance the accessibility of our websites and mobile applications including improved colour contrast, support for screen readers and closed-captioning for video content.

Employee Population in Canada

(as of October 31, 2017)

Province or Territory	Full-time	Part-time	Total
Alberta	3,015	1,258	4,273
British Columbia	2,702	1,661	4,363
Manitoba	374	205	579
New Brunswick	847	123	970
Newfoundland and Labrador	93	54	147
Northwest Territories	7	1	8
Nova Scotia	733	156	889
Ontario	34,685	7,992	42,677
Prince Edward Island	35	20	55
Quebec	3,666	1,211	4,877
Saskatchewan	394	172	566
Yukon	12	8	20
Total	46,563	12,861	59,424

Income, Capital and Insurance Premium Taxes Paid

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.

Taxes Paid (in thousands of dollars)

Tax jurisdiction	Income Taxes	Capital & Premium Taxes	Total Taxes
Canada			
Federal	\$ 945,407	\$ —	\$ 945,407
British Columbia	100,354	1,699	102,053
Alberta	82,581	34,103	116,684
Saskatchewan	3,700	6,914	10,614
Manitoba	4,278	14,137	18,415
Ontario	443,826	51,973	495,799
Quebec	35,817	5,342	41,159
Newfoundland and Labrador	2,997	8,124	11,121
New Brunswick	8,561	4,099	12,660
Nova Scotia	10,713	8,368	19,081
Prince Edward Island	653	1,117	1,770
Yukon	477	292	769
Northwest Territories	211	291	502
Nunavut	17	50	67
Capital and Income Taxes (Canada)	\$ 1,639,592	\$ 136,509	\$ 1,776,101
Other Taxes¹ (Canada)			880,531
Total Canadian Taxes			\$ 2,656,632

The above figures represent the total amount of income, capital and premium taxes paid or payable by TDBG during its 2017 fiscal year (Nov. 1, 2016 – Oct. 31, 2017) 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 2017 Corporate Responsibility Report.

¹ Other taxes include payroll taxes, transaction and sales taxes, and property and business taxes.

Business Debt Financing as at October 31, 2017

(authorized amounts in thousands of dollars)

TD is committed to making debt financing available to our customers across Canada. In 2017, authorized business loans totalled approximately \$263 billion.

Provinces and Territories		in \$ thousands	\$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 and greater	TOTAL
Newfoundland	Authorized amount	16,344	30,590	20,497	37,253	56,954	175,496	†		337,134
	Number of Clients	589	271	128	110	84	72	†		1,254
Prince Edward Island	Authorized amount	86,595	64,720	13,081	12,749	16,411	54,636	†		248,192
	Number of Clients	244	109	63	34	25	28	†		503
Nova Scotia	Authorized amount	43,770	59,692	52,587	78,618	112,086	351,907	6,820,823		7,519,483
	Number of Clients	1,610	656	324	220	167	168	131		3,276
New Brunswick	Authorized amount	25,752	36,705	43,237	77,820	83,193	209,504	968,152		1,444,363
	Number of Clients	1,044	426	267	221	124	106	30		2,218
Quebec	Authorized amount	166,305	241,167	278,107	549,319	739,053	2,081,165	24,452,054		28,507,170
	Number of Clients	10,461	4,192	1,733	1,559	1,121	1,021	477		20,564
Ontario	Authorized amount	1,982,814	1,818,260	1,772,147	2,678,110	3,869,147	10,572,202	133,660,497		156,353,177
	Number of Clients	77,146	25,084	11,199	7,667	5,777	5,169	2,346		134,388
Manitoba	Authorized amount	66,808	99,021	92,216	122,544	146,065	508,895	4,829,678		5,865,227
	Number of Clients	1,990	1,032	542	349	217	252	119		4,501
Saskatchewan	Authorized amount	71,922	144,955	166,414	208,266	252,237	765,799	2,332,383		3,941,976
	Number of Clients	2,213	1,663	1,008	604	371	368	104		6,331
Alberta	Authorized amount	470,794	549,175	546,809	814,612	1,065,706	2,705,078	29,179,201		35,331,375
	Number of Clients	14,241	6,188	3,375	2,314	1,588	1,335	586		29,627
Territories	Authorized amount	5,250	9,354	4,668	6,920	**	12,316	**		38,508
	Number of Clients	200	71	31	20	**	8	**		330
British Columbia	Authorized amount	517,974	517,000	418,123	628,568	948,565	2,723,065	18,190,855		23,944,150
	Number of Clients	16,846	5,845	2,619	1,790	1,414	1,374	537		30,425
Total	Authorized amount	3,454,328	3,570,640	3,407,886	5,214,779	7,289,417	20,160,063	220,433,643		263,530,755
	Number of Clients	126,584	45,537	21,289	14,888	10,888	9,901	4,330		233,417

Above balances represent October 2017 ending balance for Corporate, Commercial, Mortgage, MBNA and Visa Businesses.

Corporate and Commercial balances include loans, treasury, inventory and TDLeasing. Personal loans used for business purposes and investment portfolio holdings are not included in the totals.

Total Clients= Mortgage, Corporate and Commercial clients in 2017. Visa and MBNA client numbers are not included since almost all have a loan as the primary client product included in Loans

Territories = Yukon Territory, Northwest Territory and Nunavut

† 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 BC totals

Branches Opened, Relocated and Closed in 2017

At the end of 2017, our Canadian retail network consisted of 1,128 branches.

Branches Opened

All of the following branches were opened in 2017.

New Location Address	City/Province
7488 Lansdowne Rd U#140	Richmond, BC
275 Dundas St U#6	London, ON
5033 Ellerslie Rd SW	Edmonton, AB
7 Mahogany Plaza SE U#1000	Calgary, AB
100 New Park Place U#104	Vaughan, ON

Branches Closed

All of the following branches were closed in 2017.

Address	City/Province	Address	City/Province
21 Carlton St	Toronto, ON	596 Broadway St	Wyoming, ON
125 Stewart St	Brockville, ON	46 Norfolk St N	Simcoe, ON
363 Queen St E	Toronto, ON	144 Main St E	Welland, ON
601 King St E	Oshawa, ON	23 King St E	Millbrook, ON
90 Bruce Ave	South Porcupine, ON	51 Levack Dr	Levack, ON
120 Osborne St	Winnipeg, MB	100 Main St E	Atikokan, ON
345 Front St	Aylmer, PQ	125 Broadway Ave	Pilot Mound, MB
170 Silvercreek Pkwy N	Guelph, ON	3 First Ave SW	Carman, MB
2885 Bayview Ave.	Toronto, ON	3 Wootten Way N	Markham, ON
1785 Kilborn Ave	Ottawa, ON	1030 Adelaide St N.	London, ON
6527 188 Ave NW	Edmonton, AB	225 Main St	Allan, SK
2575 Rue d'Annemasse	Boisbriand, PQ	118 Centre St	Kyle, SK
39 King George Rd	Brantford, ON	139 Kaiser Wilhelm	Langenburg, SK
972 Hamilton Rd	London, ON	2121 East Trans Canada Hwy	Kamloops, BC
327 Burnhamthorpe Rd	Etobicoke, ON	141 Adelaide ST W	Toronto, ON
161 Main St	Seeley's Bay, ON	86 Dundas St E	Waterdown, ON
2925 26 Ave N	Lethbridge, AB		

Branches Relocated

All of the following branches were relocated in 2017.

This Branch:	Relocated To:	City/Province
133 King St W	1960 Parkedale Ave	Brockville, ON
394 Bay St**	394 Bay St	Toronto, ON
2960 Kingsway Dr	10 Manitou Dr U#C1	Kitchener, ON
666 Burnhamthorpe Rd	390 The East Mall U#100	Etobicoke, ON
25 Mill St	457 Front St E	Toronto, ON
1410 1 st St SE U#105	1905 4 th St SW	Calgary, AB

** This location had been temporarily relocated to another branch (55 King & Bay) in 2016 and re-opened in its original location Jan 2017.

Automated Teller Machines Opened and Closed in 2017

At the end of our fiscal year (Oct 31, 2017) we had a total of 2,826 ATMs in our Canadian ATM network, which is a decrease of 25 machines from last year.

We also have 331 Canadian TD Branded ATMs.

ATMs Opened During Fiscal 2017

Address	City/Province	Address	City/Province
500 Notre Dame Drive	Kamloops, BC	390 The East Mall, Unit 1	Toronto, ON
7488 Lansdowne Road, Unit 140	Richmond, BC	457 Front Street E	Toronto, ON
446 Marine Drive SW	Vancouver, BC	65 Front Street West, Union Station, York Go Concourse	Toronto, ON
317 7th Avenue SW	Calgary, AB	65 Front Street West, Union Station, Front Street Promenade	Toronto, ON
1095 – 4th Street SW	Calgary, AB	65 Front Street West, Union Station, Convenience Centre	Toronto, ON
7 Mahogany Plaza SE, Unit #1000	Calgary, AB	100 New Park Place	Vaughan, ON
5033 Ellerslie Road SW	Edmonton, AB	1200 McGill College Avenue	Montreal, QC
1960 Parkdale Avenue	Brockville, ON		
10 Manitou Drive, Unit C1	Kitchener, ON		
380 Wellington Road, Unit 6	London, ON		
394 Bay Street	Toronto, ON		

ATMs Closed During Fiscal 2017

Address	City/Province	Address	City/Province
6380 No. 3 Road	Richmond, BC	305 Victoria Street	Windsor, ON
115 – 1410 1st Street SE	Calgary, AB	596 Broadway Street	Wyoming, ON
3 First Avenue SW	Carman, MB	141 Adelaide Street West	Toronto, ON
100 Main Street E	Atikokan, ON	394 Bay Street	Toronto, ON
125 Stewart Blvd	Brockville, ON	21 Carlton Street	Toronto, On
800 Franklin Blvd	Cambridge, ON	25 Mill Street	Toronto, ON
81 Main Street	Cambridge, ON	363 Queen Street East	Toronto, ON
61 Underhill Drive	Don Mills, ON	345 Front Street	Aylmer, QC
327 Burnhamthorpe Road	Etobicoke, ON	2575 Rue d'Annemasse	Boisbriand, QC
666 Burnhamthorpe Road	Etobicoke, ON	5201 Avenue Du Park	Montreal, QC
2960 Kingsway Drive	Kitchener, ON	705 Rue Ste-Catherine	Montreal, QC
51 Levack Drive	Levack, ON	1616 Rue Ste-Catherine	Montreal, QC
275 Dundas Street	London, ON	Bassett Library, Bishop's University 2600 College Street	Sherbrooke, QC
972 Hamilton Road	London, ON	3610 Hammonds Plains	Upper Tantallon, NS
1891 Rathburn Road East	Mississauga, ON	1-2441 King George Hwy	Miramichi, NB
4463 Queen Street	Niagara Falls, ON		

Affiliates

The following are the prescribed affiliates, as at October 31, 2017, whose relevant activities are included in this Public Accountability Statement, as required by the *Bank Act*.

Epoch Investment Partners, Inc.	TD General Insurance Company
Primum Insurance Company	TD Home and Auto Insurance Company
TD Asset Management Inc.	TD Life Insurance Company
TD Auto Finance (Canada) Inc.	TD Pacific Mortgage Corporation
TD Auto Finance Services Inc.	TD Waterhouse Private Investment Counsel Inc.
TD Capital Group Limited	TDAM USA Inc.
TD Direct Insurance Inc.	Toronto Dominion (New York) LLC
TD Financing Services Home Inc.	Toronto Dominion (Texas) LLC
TD Financing Services Inc.	

Public Accountability Statements for other declarants within TD: This section provides the public accountability statement for TD Mortgage Corporation, The Canada Trust Company and Security National Insurance Company ("the Declarants") and covers the Declarants' 2017 fiscal year (November 1, 2016 – October 31, 2017). 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 or one of TD's subsidiaries. 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.

