



Quick Facts

TD Canada Trust

TD Canada Trust at a Glance

- Leader in customer service and convenience
 - Rated #1 by J.D. Power¹ and Synovate²
- Multiple distribution channels, including
 - More than 1,100 retail branches³
 - Phone and online banking
 - More than 2,600 ABMs³
- \$218 billion in loans⁴, \$172 billion in deposits⁴
- 32,700 employees⁵

Strategic Priorities

- Strive to deliver uniquely comfortable banking
 - Industry leading customer experience
 - Ultimate convenience
 - Integrated offer and solutions across TD Bank Financial Group
 - Focus on operational excellence
 - Caring performance culture

Business Priorities

- Continuous improvement of customer experience
- Deliver customer-focused product solutions
- Growth through disciplined reinvestment in the franchise
- Integrated approach – motivating employees to do what's best for our customers
- Grow under-represented businesses
- Sustainable improvement in customer quality, speed and cost

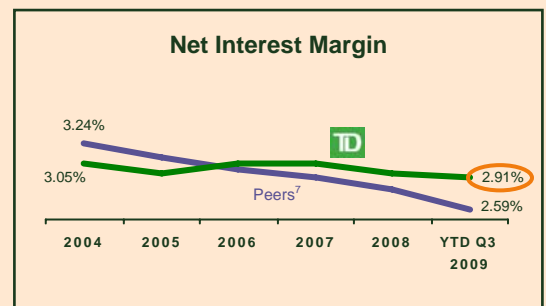
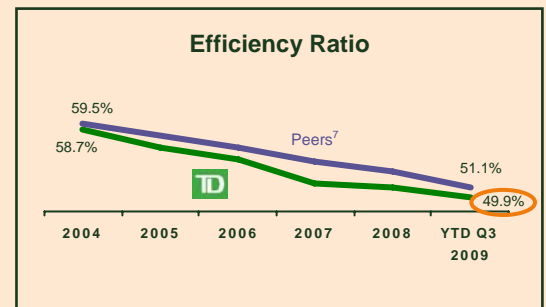
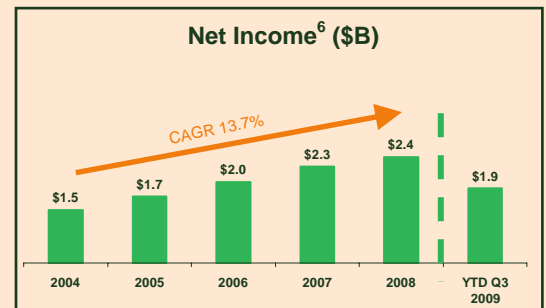
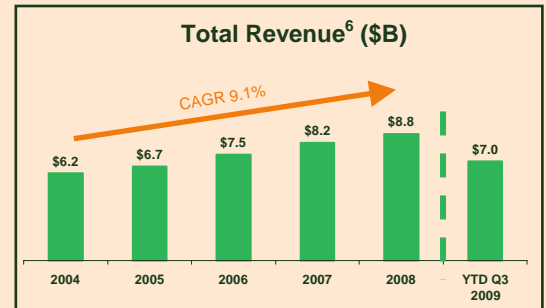


Winner four years in a row¹



Winner five years in a row²

1. Highest in customer satisfaction – J.D. Power and Associates survey in 2006, 2007, 2008, and 2009.
 2. Rated #1 among Canada's five major banks for "Overall quality of customer service" by independent market research firm Synovate for 2005, 2006, 2007, 2008, and 2009.
 3. As at July 31, 2009.
 4. As indicated in the Q3 2009 Supplementary Financial Information.
 5. Average number of full-time equivalent staff as indicated in the Q3 2009 Supplemental Financial Information.
 6. CAGR is calculated based on compound annual growth from 2004 to 2008. Also see the Canadian P&C segment discussion in the Business Segment Analysis section in the 2008, 2007, and 2006 Annual Reports, and see starting on page 17 of the 2008 Annual Report for an explanation of how the Bank reports and a reconciliation of the Bank's non-GAAP measures to reported basis (GAAP) results for FY06-FY08, and pages 140 to 141 of the 2008 Annual Report for a reconciliation for 10 years ending FY08.
 7. Peers include RY, BNS, BMO, CM. Results are adjusted on a comparable basis to exclude identified non-underlying items.



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