

2013 Public Accountability Statement

The Toronto-Dominion Bank's 2013 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, 2012 to October 31, 2013).

Contents

Community Development and Philanthropic Activity	2
Small Business	3
Access to Financing	3
Employee Population	4
Taxes	5
Business Debt Financing	6
Branches and ATMs	7-10
Affiliates	10



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 2013, TD gave \$74.7 million to community organizations across Canada, the U.S. and the U.K. Within Canada, our support amounted to \$50.9 million, up from \$45.3 million in 2012. We continue to support some 3,800 community organizations across Canada.

Donations

Here are a few examples of our 2013 donations:

Financial Literacy

TD understands the value of financial education, and in 2013, invested \$1.37 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).

We aim to help promote access to post-secondary education. In 2013, TD provided over \$3 million dollars in funding for bursaries and scholarships. One example is the TD Scholars for Community Leadership, now in its 18th year. Each award valued at \$70,000 covers both tuition and living expenses and includes summer employment for four years. Nearly 200 current and previous TD scholarship recipients aged 18-35 gathered in Toronto for the Scholars Conference. Held every three years, the conference seeks to empower alumni with tools and insights to be better leaders.

The Environment

TD Friends of the Environment Foundation (TD FEF) continued to make an impact in 2013 – with \$4.4 million distributed to 937 projects including tree plantings as part of the TD Forest program, energy conservation initiatives, green learning programs for kids and much more.

In addition to funding from TD FEF, TD also donated \$7.4 million dollars through corporate giving. We support organizations that seek to green our urban environment and enhance biodiversity, as well as promote environmental education. For example, in 2013, we provided \$50,000 to Sustainable Waterloo Region in Ontario to establish The Sustainability CoLab - a national non-profit whose mission is to enable community-driven approaches to business sustainability, with a focus on GHG reduction.

Creating Opportunities for Young People

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

In 2013, TD introduced a new system to take volunteering to the next level. The TD Volunteer Network is an online platform that connects willing volunteers to local opportunities. TD employees can build a profile, specify skills, find activities that fit their interests and professional development, track volunteer hours and apply for a TD Volunteer Grant. 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, TD donated \$317,500 in volunteer grants to 510 different organizations where TD employees volunteered. Additionally, TD employees raised \$14 million for the United Way.

For more information on our donations go to 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 and deposit account products are available at all TD Canada Trust branches. To better assist small business customers who have complex banking 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 2013, TD Canada Trust provided small business customers with over \$1.6 billion in new and increased credit authorizations. We simplified the suite of chequing accounts from nine to five service plans, and added new features and benefits to better meet the needs of Canadian small businesses.
- TD Canada Trust continued to participate in the federal government's Canada Small Business Financing Loan (CSBFL) program. Since April 1, 2009, over \$668 million has been funded by TD Canada Trust under the CSBFL program. During this period, approximately 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 2013, TD Canada Trust launched several enhancements to our Business Mortgage and Long Term Farm Loan products to broaden their appeal and provide additional access to credit. Business Mortgages are now available to customers who occupy less than 50% of the business property being financed, and Long Term Farm Loans are now available to customers who are not primary agriculture producers.
- In response to the devastating floods that impacted many Alberta communities, TD Canada Trust was one of the first banks to participate in a program designed to support businesses. In cooperation with the Province of Alberta, we launched the Alberta Flood Recovery Loan Guarantee program – providing up to \$1 million in funds to qualifying businesses. Funds under the program may be used to replace and repair assets, restructure existing debt or for working capital purposes.

- We continue to invest in the education and training of front line employees to better meet the needs of small business customers in Canada. In 2013, we launched the "Small Business Advisor Boot Camp". This intensive four day residential course provides advanced training to new-to-role Small Business Advisors through a variety of interactive activities, product knowledge workshops, executive presentations, and visits to internal partners' operations. Throughout 2013, over 118 Small Business Advisors graduated from the Boot Camp program.

Access to Financing

TD serves 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.

Through TD's Customer Diversity and Inclusion strategy, we are working to remove barriers, increase access and raise awareness of banking in several communities. We also see technology advancements in mobile banking as another key component in providing access for customers.

In Canada, accessible options include:

- For individuals who are 60 years of age or older, TD Canada Trust provides a 25% monthly plan fee rebate for selected accounts.
- All customers can select the Minimum Chequing Account, a low-fee, basic banking option.
- For students (full-time post-secondary), TD Canada Trust offers the no-monthly fee Every Day Chequing Account with Student Discount that includes 25 monthly transactions. We also give students a "Back to School Survival Guide" which includes advice on budgeting, saving and managing student debt.
- For young people, we offer a Youth Account, providing free unlimited transactions for those under 19 years of age.
- 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.
- 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 online channels.

- Supporting Customers with Disabilities training educates TD employees about our accessibility services, and on serving all customers, including those with disabilities.

- We provide video remote interpretation (VRI) in three Canadian branches that are located near schools for the deaf. 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.
- We continue to improve our websites, adding accessibility features such as high contrast text, support for screen reader software and closed-captioning for video content.

Employee Population in Canada

(as of October 31, 2012)

Province	Full time	Part time	Total
Alberta	3,257	1,532	4,789
British Columbia	2,750	1,714	4,464
Manitoba	412	234	646
New Brunswick	625	134	759
Newfoundland (NL)	111	55	166
Northwest Territories	9	4	13
Nova Scotia	504	160	664
Ontario	31,878	8,851	40,729
Prince Edward Island	41	22	63
Quebec	3,673	1,245	4,918
Saskatchewan	310	235	545
Yukon	15	5	20
Total	43,585	14,191	57,776

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 in Canada	Income Taxes	Capital & Premium Taxes	Total Taxes
Federal	569,643	–	569,643
British Columbia	43,756	1,108	44,864
Alberta	27,385	21,630	49,015
Saskatchewan	3,595	9,321	12,916
Manitoba	4,056	18,014	22,070
Ontario	280,386	59,837	340,223
Quebec	27,613	7,261	34,874
Newfoundland and Labrador	454	4,256	4,710
New Brunswick	530	6,484	7,014
Nova Scotia	7,253	8,968	16,221
Prince Edward Island	277	1,929	2,206
Yukon	38	223	261
Northwest Territories	(53)	223	170
Nunavut	(17)	211	194
Capital and Income Taxes (Canada)	\$ 964,916	\$ 139,465	\$1,104,381
Other Taxes ¹ (Canada)			753,000
Total Canadian Taxes			\$1,857,381

The above figures represent the total amount of income, capital and premium taxes paid or payable by TD during its 2013 fiscal year (Nov. 1, 2012 – Oct. 31, 2013) broken down by the total amounts paid or payable to federal and provincial governments.

A broader disclosure of the taxes borne by TD can be found in our 2013 Corporate Responsibility Report.

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

Business Debt Financing as at October 31, 2013

(authorized amounts in thousands of dollars)

TD is committed to making debt financing available to our customers across Canada. In 2013, authorized business loans totalled approximately \$284 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 ¹	9,997	15,641	31,157	35,438	45,998	114,424	†	252,654
	Number of Clients	463	267	187	100	69	54	†	1,140
Prince Edward Island	Authorized Amount ¹	65,415	25,770	16,158	14,461	15,341	54,254	†	191,399
	Number of Clients	179	169	93	41	22	22	†	526
Nova Scotia	Authorized Amount ¹	29,841	41,857	85,291	95,852	102,646	305,682	1,843,313	2,504,483
	Number of Clients	1,553	718	538	274	149	139	76	3,447
New Brunswick	Authorized Amount ¹	17,697	29,637	50,579	83,717	61,109	164,905	269,500	677,144
	Number of Clients	995	527	320	242	91	76	15	2,266
Quebec	Authorized Amount ¹	84,956	154,353	381,926	589,953	604,362	1,622,125	4,645,084	8,082,759
	Number of Clients	8,204	3,169	2,363	1,703	898	793	244	17,374
Ontario	Authorized Amount ¹	1,317,335	1,383,236	2,291,692	2,738,814	3,220,474	9,756,147	215,295,305	236,003,003
	Number of Clients	69,852	24,422	14,553	7,936	4,776	4,669	2,695	128,903
Manitoba	Authorized Amount ¹	47,463	75,214	98,474	113,487	141,649	592,912	2,416,308	3,485,508
	Number of Clients	1,840	1,084	601	329	206	286	103	4,449
Saskatchewan	Authorized Amount ¹	51,117	106,290	174,490	193,943	187,024	582,285	1,816,336	3,111,486
	Number of Clients	1,870	1,486	1,078	567	274	281	79	5,635
Alberta	Authorized Amount ¹	341,721	471,706	812,008	907,866	958,569	3,173,748	11,641,854	18,307,470
	Number of Clients	14,773	7,596	5,061	2,632	1,409	1,499	585	33,555
Territories	Authorized Amount ¹	3,461	3,331	6,674	6,300	6,872	37,215	††	63,852
	Number of Clients	189	61	41	18	10	16	††	335
British Columbia	Authorized Amount ¹	308,374	320,336	522,645	768,254	900,242	2,325,912	6,716,119	11,861,882
	Number of Clients	13,786	5,100	3,204	2,209	1,335	1,154	391	27,179
Total	Authorized Amount¹	2,277,377	2,627,371	4,471,093	5,548,085	6,244,286	18,729,608	244,643,820	284,541,639
	Number of Clients	113,704	44,599	28,039	16,051	9,239	8,989	4,188	224,809

Above balances represent October 2013 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 2013. Visa 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 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 2013.

New Location Address	City/Province
3851-17 Avenue SW	Calgary, AB
36 Boul Saint Charles	Beaconsfield, QC
100-2385 Ottawa St	Port Coquitlam, BC
3340 Boul Lafontaine Suite 1020	St Hyacinthe, QC
80 Aberdeen Ave	St John's, NL
2500 Rue Beaurevoir #100	Quebec City, QC
95 Rue Theophile Brassard	Coteau Du Lac, QC
16703 127 St NW	Edmonton, AB
121 Betts Ave	West Saskatoon, SK

New Location Address	City/Province
19489 Seton Cres SE Suite 720	Calgary, AB
3461 Montee Gagnon	Terrebonne, QC
801 Hilchey Rd Unit 301	Campbell River, BC
5315 Rue Louis H Lafontaine	Levis, QC
50 Sage Creek Blvd Unit 1300	Winnipeg, AB
345 Front St	Aylmer, QC
1177 West Hastings	Vancouver, BC
4188 Living Arts Dr Unit 5	Mississauga, ON

Branches Closed

All of the following branches were closed in 2013.

Address	City / Province
661 Colborne St E	Brantford, ON
3060 Falconbridge Hwy #1	Sudbury, ON
2478 Main St	London, ON
3930 Montrose Rd	Niagara Falls, ON
1355 Kingston Rd	Pickering, ON
4499 Boul Des Sources	Roxboro, QC
901 Decarie Boulevard	St Laurent, QC
5499 Victoria Ave	Montreal, QC
888 Meadowlands Dr E	Ottawa, ON
1050 Coxwell Ave	Toronto, ON

Branches Relocated

All of the following branches were relocated in 2013.

This branch:	Relocated to:	City / Province
686 Queen St W	1033 Queen St W	Toronto, ON
1794 Liverpool Rd	1790 Liverpool Rd	Pickering, ON
3339 Boul Des Sources	3720 Boul Des Sources	Montreal, QC
5000 New St	450 Appleby Line	Burlington, ON
2805 6th Ave E Unit 107	601-801 15th St E	Prince Albert, SK
8545 Mccowan Rd	5261 Hwy 7 # B101	Markham, ON
4918 50th St	7405 44 St	Lloydminster, AB
58 Kenmount Rd	30 Kelsey Dr	St John's, NL
7373 Boul Langelier Ste B1	6550 Boul Jean Talon Est #101	St Leonard, QC
741 Bayridge Dr	774 Strand Blvd	Kingston, ON
1029 17th Ave Sw	915-17 Ave Sw	Calgary, AB
4681 Hwy 7	4630 Hwy 7	Unionville, ON
7686 Hurontario St	7685 Hurontario St	Brampton, ON
6085 Creditview Rd	6051 Creditview Rd	Mississauga, ON

Automated Teller Machines Opened and Closed in 2013

At the end of our fiscal year (Oct 31, 2013) we will have a total of 2,845 ATMs in our Canadian ATM network, which is an increase of 34 machines from last year.

ATMs Opened During Fiscal 2013

Address	City/Province
301-801 Hilchey Road	Campbell River, BC
100-2385 Ottawa Street	Port Coquitlam, BC
433 West 8th Avenue	Vancouver, BC
1177 West Hastings Street	Vancouver, BC
1150 Douglas Street	Victoria, BC
3851 17th Avenue	Calgary, AB
915 17 Avenue SW	Calgary, AB
720-19489 Seton Crescent SE	Calgary, AB
16703 27th Street NW	Edmonton, AB
7405 44th Street	Lloydminster, AB
4408 48 Street	Stony Plain, AB
601-801 15th Street E	Prince Albert, SK
1010 Taylor Street	Saskatoon, SK
Building B-121 Betts Avenue	Saskatoon, SK
1300-50 Sage Creek Boulevard	Winnipeg, MB
83 Williamson Drive W	Ajax, ON
5 Wadsworth Street	Brantford, ON
7685 Hurontario Street	Brampton, ON
31 Church Street	Brampton, ON
450 Appleby Road	Burlington, ON
563 Division Street	Cobourg, ON
55 Queen Street	Georgetown, ON
100 King Street W	Hamilton, ON
774 Strand Boulevard	Kingston, ON
126 Weber Street	Kitchener, ON
205 York Street	London, ON
B101-5261 Highway 7	Markham, ON

Address	City/Province
5-7 4188 Living Arts Drive	Mississauga, ON
200 Cross Avenue	Oakville, ON
915 Bloor Street W	Oshawa, ON
180 Kent Street, Suite 100	Ottawa, ON
1790 Liverpool Road	Pickering, ON
1355 Kingston Road	Pickering, ON
65 Donly Drive N	Simcoe, ON
807 Broadview Avenue	Toronto, ON
1033 Queen Street W	Toronto, ON
4630 Highway 7	Unionville, ON
305 Victoria Avenue	Windsor, ON
345 Front Street	Aylmer, QC
36 Boulevard Ste-Charles	Beaconsfield, QC
276 Boulevard D'Anjou	Chateauguay, QC
95 Rue Theophile-Brassard	Cote De Lac, QC
3720 Boulevard Des Sources	Dollard Des Ormeaux, QC
899 Boulevard d'Auteuil	Laval, QC
5315 Rue Louis H Lafontaine	Levi, QC
101-6550 Boulevard Jean-Talon E	St-Leonard, QC
1020-3340 Boulevard Laframboise	St Hyacinthe, QC
3461 Monte Gagnon	Terrebonne, QC
100-2500 Rue Beaurevoir	Quebec City, QC
245 Boulevard Harwood	Vaudreuil-Dorion, QC
771 Central Avenue	Greenwood, NS
600 Abenaki Road	Truro, ON
80 Aberdeen Avenue	St John's NL
30 Kelsey Drive	St John's NL

ATMs Closed During Fiscal 2013

Address	City/Province
1029 17th Avenue SW	Calgary, AB
14510 118th Street	Edmonton, AB
4918 50th Avenue	Lloydminster, AB
2805 6th Avenue E, Suite 107	Prince Albert, SK
1251 Portage Avenue	Winnipeg, MB
661 Colborne Street	Brantford, ON
7686 Hurontario Street	Brampton, ON
5000 New Street	Burlington, ON
1250 Brant Street	Burlington
3060 Falconbridge Highway	Garson, ON
741 Bayridge Drive	Kingston, ON
30 5th Field Company Lane	Kingston, ON
99 University Avenue	Kingston, ON
74 Bader Lane	Kingston, ON
535 Union Street	Kingston, ON
18 Stuart Street	Kingston, ON

Address	City/Province
116 Barrie Street	Kingston, ON
284 Earl Street	Kingston, ON
100 University Avenue	Orillia, ON
102-2249 Carling Avenue	Ottawa, ON
1794 Liverpool Road	Pickering, ON
1355 Kingston Road	Pickering, ON
8545 McCowan Road	Markham, ON
6085 Creditview Road	Mississauga, ON
140 Queensway E	Simcoe, ON
413 Dundas Street W	Toronto, ON
4681 Highway 7	Unionville, ON
665 King Street N	Waterloo, ON
3339 Des Boulevard Sources	Dollard Des Ormeaux, QC
4499 Boulevard Des Sources	Roxboro, QC
7373 Boulevard Langelier	St-Leonard, QC
54 Kenmount Road	St John's, NL

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

Epoch Investment Partners, Inc.

Primum Insurance Company

TD Asset Management Inc.

TD Auto Finance (Canada) Inc.

TD Auto Finance Services Inc.

TD Capital Group Limited

TD Capital Mezzanine Partners (Non-QLP) L.P.

TD Capital Mezzanine Partners (Parallel) Blocker Inc.

TD Capital Mezzanine Partners (Parallel) L.P.

TD Capital Mezzanine Partners (QLP) L.P.

TD Capital Mezzanine Partners (Sidecar) L.P.

TD Direct Insurance Inc.

TD Equipment Finance Canada Inc.

TD Financing Services Home Inc.

TD Financing Services Inc.

TD General Insurance Company

TD Home and Auto Insurance Company

TD Life Insurance Company

TD Pacific Mortgage Corporation

TD Waterhouse Private Investment Counsel Inc.

TDAM USA Inc.

Toronto Dominion (New York) LLC

Toronto Dominion (Texas) LLC

TD Securities Inc. – TBD – based on equity test

TD Waterhouse Canada Inc. – TBD – based on equity test

TD Equipment Finance, Inc. – TBD

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' 2013 fiscal year (November 1, 2012 – October 31, 2013). 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.

®/ The TD logo and other trade-marks are the property of The Toronto-Dominion Bank or a wholly-owned subsidiary, in Canada and/or other countries.

PDF only (03/2014)

