

SUPPLEMENTARY INFORMATION FOR THE PERIOD ENDED JANUARY 31, 2020

Consolidated results

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For further information, please contact:

Susan Cohen

Director, Investor Relations
susan.cohen@lbcfg.ca

514-284-4500 #40452

■ The financial information in this document is in Canadian dollars and is based on the condensed interim consolidated financial statements (unaudited) prepared under International Financial Reporting Standards (IFRS) and reflects the adoption of new accounting standards as at November 1, 2018 and 2019. The comparative information has not been restated.

HIGHLIGHTS

In thousands of Canadian dollars, except per share and percentage amounts (Unaudited)	FOR THE THREE MONTHS ENDED								FOR THE YEAR ENDED	
	OCTOBER 31 2020	JULY 31 2020	APRIL 30 2020	JANUARY 31 2020	OCTOBER 31 2019	JULY 31 2019	APRIL 30 2019	JANUARY 31 2019	OCTOBER 31 2019	
Operating results										
Total revenue	\$ —	\$ —	\$ —	\$ 238,713	\$ 241,638	\$ 244,653	\$ 239,881	\$ 242,338	\$ 968,510	
Net income	\$ —	\$ —	\$ —	\$ 32,172	\$ 41,343	\$ 47,798	\$ 43,313	\$ 40,256	\$ 172,710	
Adjusted net income ⁽¹⁾	\$ —	\$ —	\$ —	\$ 36,900	47,966	\$ 51,882	\$ 48,726	\$ 44,653	\$ 193,227	
Operating performance										
Diluted earnings per share	\$ —	\$ —	\$ —	\$ 0.68	\$ 0.90	\$ 1.05	\$ 0.95	\$ 0.88	\$ 3.77	
Adjusted diluted earnings per share ⁽¹⁾	\$ —	\$ —	\$ —	\$ 0.79	\$ 1.05	\$ 1.15	\$ 1.08	\$ 0.98	\$ 4.26	
Return on common shareholders' equity	—%	—%	—%	5.0%	6.6%	7.8%	7.3%	6.5%	7.0 %	
Adjusted return on common shareholders' equity ⁽¹⁾	—%	—%	—%	5.8%	7.8%	8.5%	8.3%	7.3%	7.9 %	
Net interest margin (on average earning assets)	—%	—%	—%	1.81%	1.84%	1.85%	1.77%	1.80%	1.81 %	
Efficiency ratio	—%	—%	—%	79.1%	74.8%	72.7%	76.3%	76.2%	75.0 %	
Adjusted efficiency ratio ⁽¹⁾	—%	—%	—%	76.6%	71.2%	70.6%	73.5%	74.0%	72.3 %	
Operating leverage	—%	—%	—%	(5.7%)	(2.9)%	4.9%	(0.2)%	(10.0)%	(8.6)%	
Adjusted operating leverage ⁽¹⁾	—%	—%	—%	(7.5)%	(0.9)%	4.1%	0.7%	(9.5)%	(7.8)%	
Effective tax rate	—%	—%	—%	7.2%	13.7%	12.1%	8.2%	13.8%	12.0 %	
Financial position (\$ millions)										
Loans and acceptances	\$ —	\$ —	\$ —	\$ 33,527	\$ 33,667	\$ 33,887	\$ 34,118	\$ 34,103	\$ 33,667	
Total assets	\$ —	\$ —	\$ —	\$ 44,283	\$ 44,353	\$ 44,337	\$ 44,693	\$ 45,120	\$ 44,353	
Deposits	\$ —	\$ —	\$ —	\$ 25,201	\$ 25,653	\$ 26,616	\$ 27,079	\$ 28,217	\$ 25,653	
Common shareholders' equity	\$ —	\$ —	\$ —	\$ 2,306	\$ 2,303	\$ 2,293	\$ 2,284	\$ 2,253	\$ 2,303	
Key growth drivers (\$ millions)										
Loans to business customers	\$ —	\$ —	\$ —	\$ 13,184	\$ 12,966	\$ 12,868	\$ 12,733	\$ 12,312	\$ 12,966	
Loans to personal customers ⁽²⁾		\$ —	\$ —	\$ 20,343	\$ 20,700	\$ 21,019	\$ 21,386	\$ 21,792	\$ 20,700	
Deposits from clients ⁽³⁾	\$ —	\$ —	\$ —	\$ 22,609	\$ 22,518	\$ 22,881	\$ 23,526	\$ 24,561	\$ 22,518	
Basel III regulatory capital ratios										
Common Equity Tier I capital ratio ⁽⁴⁾	—%	—%	—%	9.0%	9.0%	9.0%	9.0%	8.9%	9.0 %	
CET1 Risk-weighted assets (\$ millions)	\$ —	\$ —	\$ —	\$ 20,619	\$ 20,407	\$ 20,445	\$ 20,476	\$ 20,461	\$ 20,407	
Credit quality										
Gross impaired loans as a % of loans and acceptances	—%	—%	—%	0.56%	0.52%	0.59%	0.55%	0.56%	0.52 %	
Net impaired loans as a % of loans and acceptances	—%	—%	—%	0.42%	0.40%	0.45%	0.42%	0.43%	0.40 %	
Provision for credit losses as a % of average loans and acceptances	—%	—%	—%	0.18%	0.15%	0.14%	0.11%	0.12%	0.13 %	

(1) Refer to the Reconciliation of GAAP and non-GAAP measures section.

(2) Including loans to personal customers and residential mortgage loans.

(3) Including personal deposits from Financial Clinics, Advisors and Brokers, Digital direct to customers offering and Business customers.

(4) Using the Standardized Approach in determining credit risk and operational risk.

HIGHLIGHTS (CONT'D)

In thousands of Canadian dollars, except per share and percentage amounts (Unaudited)	FOR THE THREE MONTHS ENDED								FOR THE YEAR ENDED
	OCTOBER 31 2020	JULY 31 2020	APRIL 30 2020	JANUARY 31 2020	OCTOBER 31 2019	JULY 31 2019	APRIL 30 2019	JANUARY 31 2019	OCTOBER 31 2019
Common share information									
Share price ⁽¹⁾									
High	\$ —	\$ —	\$ —	\$ 46.99	\$ 46.16	\$ 45.97	\$ 46.22	\$ 44.53	\$ 46.22
Low	\$ —	\$ —	\$ —	\$ 42.86	\$ 42.15	\$ 41.17	\$ 40.00	\$ 36.21	\$ 36.21
Close	\$ —	\$ —	\$ —	\$ 42.95	\$ 45.30	\$ 45.41	\$ 42.44	\$ 44.17	\$ 45.30
Price / earnings ratio (trailing four quarters)	—x	—x	—x	12.0x	12.0x	11.3x	10.1x	9.6x	12.0x
Book value per share	\$ —	\$ —	\$ —	\$ 53.95	\$ 54.02	\$ 54.00	\$ 53.97	\$ 53.41	\$ 54.02
Market to book value	—%	—%	—%	80%	84%	84%	79%	83%	84%
Dividend declared per share	\$ —	\$ —	\$ —	\$ 0.67	\$ 0.66	\$ 0.66	\$ 0.65	\$ 0.65	\$ 2.62
Dividend yield	—%	—%	—%	6.2%	5.8%	5.8%	6.1%	5.9%	5.8%
Dividend payout ratio	—%	—%	—%	98.6%	73.5%	62.7%	68.5%	73.9%	69.3%
Adjusted dividend payout ratio ⁽²⁾	—%	—%	—%	84.7%	62.6%	57.4%	60.3%	66.1%	61.4%
Quality of assets									
Gross amount of impaired loans	\$ —	\$ —	\$ —	\$ 186,713	\$ 175,161	\$ 198,576	\$ 186,941	\$ 189,586	\$ 175,161
Allowances for loan losses against impaired loans	—	—	—	(45,912)	(40,942)	(46,998)	(44,583)	(41,550)	(40,942)
Net impaired loans	\$ —	\$ —	\$ —	\$ 140,801	\$ 134,219	\$ 151,578	\$ 142,358	\$ 148,036	\$ 134,219
Provision for credit losses	\$ —	\$ —	\$ —	\$ 14,900	\$ 12,600	\$ 12,100	\$ 9,200	\$ 10,500	\$ 44,400
Accumulated unrealized losses on the portfolio of securities at FVOCI	\$ —	\$ —	\$ —	\$ (20,362)	\$ (28,135)	\$ (24,333)	\$ (21,231)	\$ (25,402)	\$ (28,135)
Other information									
Number of full-time equivalent employees	—	—	—	3,225	3,256	3,318	3,324	3,559	3,256
Number of Financial Clinics	—	—	—	83	88	88	91	92	88
Number of automated banking machines ⁽³⁾	—	—	—	197	197	206	210	213	197

(1) Toronto Stock Exchange (TSX) market price.

(2) Refer to the Reconciliation of GAAP and non-GAAP measures section.

(3) Through the Bank's partnership with THE EXCHANGE® Network, customers have access to more than 3,600 automated banking machines in Canada.

CONSOLIDATED STATEMENT OF INCOME

In thousands of Canadian dollars, except per share amounts (Unaudited)	FOR THE THREE MONTHS ENDED								FOR THE YEAR ENDED
	OCTOBER 31 2020	JULY 31 2020	APRIL 30 2020	JANUARY 31 2020	OCTOBER 31 2019	JULY 31 2019	APRIL 30 2019	JANUARY 31 2019	OCTOBER 31 2019
Interest income									
Loans	\$ —	\$ —	\$ —	\$ 354,621	\$ 360,367	\$ 365,422	\$ 352,775	\$ 361,538	\$ 1,440,102
Securities	—	—	—	17,696	18,318	18,887	19,877	19,480	76,562
Deposits with banks	—	—	—	2,329	2,120	1,899	2,216	2,121	8,356
Other, including derivatives	—	—	—	4,909	6,551	7,465	6,910	10,436	31,362
	—	—	—	379,555	387,356	393,673	381,778	393,575	1,556,382
Interest expense									
Deposits	—	—	—	153,845	157,984	161,570	160,339	158,496	638,389
Debt related to securitization activities	—	—	—	47,697	44,961	43,535	41,514	42,409	172,419
Subordinated debt	—	—	—	3,831	3,835	3,835	3,709	3,835	15,214
Other, including derivatives	—	—	—	5,397	7,371	8,691	11,652	16,235	43,949
	—	—	—	210,770	214,151	217,631	217,214	220,975	869,971
Net interest income	—	—	—	168,785	173,205	176,042	164,564	172,600	686,411
Other income (see page 5)	—	—	—	69,928	68,433	68,611	75,317	69,738	282,099
Total revenue	—	—	—	238,713	241,638	244,653	239,881	242,338	968,510
Amortization of net premium on purchased financial instruments	—	—	—	232	284	336	390	442	1,452
Provision for credit losses (see page 17)	—	—	—	14,900	12,600	12,100	9,200	10,500	44,400
Non-interest expenses (see page 5)	—	—	—	188,902	180,828	177,858	183,131	184,676	726,493
Income before income taxes	—	—	—	34,679	47,926	54,359	47,160	46,720	196,165
Income taxes	—	—	—	2,507	6,583	6,561	3,847	6,464	23,455
Net income	\$ —	\$ —	\$ —	\$ 32,172	\$ 41,343	\$ 47,798	\$ 43,313	\$ 40,256	\$ 172,710
Preferred share dividends, including applicable taxes	—	—	—	3,197	3,196	3,257	3,256	3,257	12,966
Net income available to common shareholders	\$ —	\$ —	\$ —	\$ 28,975	\$ 38,147	\$ 44,541	\$ 40,057	\$ 36,999	\$ 159,744
Weighted-average number of common shares outstanding (in thousands)									
Basic	—	—	—	42,666	42,518	42,370	42,235	42,114	42,310
Diluted	—	—	—	42,740	42,583	42,429	42,274	42,133	42,356
Earnings per share									
Basic	\$ —	\$ —	\$ —	\$ 0.68	\$ 0.90	\$ 1.05	\$ 0.95	\$ 0.88	\$ 3.78
Diluted	\$ —	\$ —	\$ —	\$ 0.68	\$ 0.90	\$ 1.05	\$ 0.95	\$ 0.88	\$ 3.77

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

	FOR THE THREE MONTHS ENDED										FOR THE YEAR ENDED
	OCTOBER 31	JULY 31	APRIL 30	JANUARY 31	OCTOBER 31	JULY 31	APRIL 30	JANUARY 31	OCTOBER 31		
In thousands of Canadian dollars (Unaudited)	2020	2020	2020	2020	2019	2019	2019	2019	2019		
Net income	\$ —	\$ —	\$ —	\$ 32,172	\$ 41,343	\$ 47,798	\$ 43,313	\$ 40,256	\$ 172,710		
Other comprehensive income (loss), net of income taxes											
Items that may subsequently be reclassified to the Statement of Income											
Net change in debt securities at fair value through other comprehensive income (FVOCI)											
Unrealized net gains (losses) on debt securities at FVOCI	—	—	—	(17)	(114)	276	1,129	1,036	2,327		
Reclassification of net (gains) losses on debt securities at FVOCI to net income	—	—	—	24	115	(392)	(32)	(69)	(378)		
	—	—	—	7	1	(116)	1,097	967	1,949		
Net change in value of derivatives designated as cash flow hedges	—	—	—	2,242	(1,764)	(274)	11,347	23,984	33,293		
Net foreign currency translation adjustments											
Net unrealized foreign currency translation gains (losses) on investments in foreign operations	—	—	—	2,419	(432)	(6,007)	7,847	(963)	445		
Unrealized net gains (losses) on hedges of investments in foreign operations	—	—	—	147	(242)	1,438	(4,444)	(1,910)	(5,158)		
	—	—	—	2,566	(674)	(4,569)	3,403	(2,873)	(4,713)		
	—	—	—	4,815	(2,437)	(4,959)	15,847	22,078	30,529		
Items that may not subsequently be reclassified to the Statement of Income											
Remeasurement gains (losses) on employee benefit plans	—	—	—	(2,904)	(3,938)	(6,498)	5,156	(2,031)	(7,311)		
Net gains (losses) on equity securities designated at FVOCI	—	—	—	4,758	(3,338)	(3,342)	1,552	(13,283)	(18,411)		
	—	—	—	1,854	(7,276)	(9,840)	6,708	(15,314)	(25,722)		
Total other comprehensive income (loss), net of income taxes	—	—	—	6,669	(9,713)	(14,799)	22,555	6,764	4,807		
Comprehensive income	\$ —	\$ —	\$ —	\$ 38,841	\$ 31,630	\$ 32,999	\$ 65,868	\$ 47,020	\$ 177,517		

OTHER INCOME

	FOR THE THREE MONTHS ENDED								FOR THE YEAR ENDED
	OCTOBER 31 2020	JULY 31 2020	APRIL 30 2020	JANUARY 31 2020	OCTOBER 31 2019	JULY 31 2019	APRIL 30 2019	JANUARY 31 2019	OCTOBER 31 2019
In thousands of Canadian dollars (Unaudited)									
Lending fees	\$ —	\$ —	\$ —	\$ 15,294	\$ 16,630	\$ 15,499	\$ 14,749	\$ 14,581	\$ 61,459
Service charges	—	—	—	9,327	10,109	10,973	10,408	10,543	42,033
Card service revenues	—	—	—	8,551	7,855	8,351	8,438	8,594	33,238
Commissions from sales of mutual funds	—	—	—	10,934	10,706	10,749	10,726	10,711	42,892
Fees and securities brokerage commissions ⁽¹⁾	—	—	—	10,600	11,919	10,330	11,622	10,021	43,892
Income (loss) from financial instruments ⁽¹⁾	—	—	—	4,806	(584)	1,910	7,825	3,309	12,460
Fees on investment accounts	—	—	—	4,261	4,593	4,378	4,657	4,603	18,231
Insurance income, net	—	—	—	3,062	3,334	3,270	3,702	3,635	13,941
Other	—	—	—	3,093	3,871	3,151	3,190	3,741	13,953
Total other income	\$ —	\$ —	\$ —	\$ 69,928	\$ 68,433	\$ 68,611	\$ 75,317	\$ 69,738	\$ 282,099

(1) Comparative figures have been reclassified to conform the current year presentation.

NON-INTEREST EXPENSES

	FOR THE THREE MONTHS ENDED								FOR THE YEAR ENDED
	OCTOBER 31 2020	JULY 31 2020	APRIL 30 2020	JANUARY 31 2020	OCTOBER 31 2019	JULY 31 2019	APRIL 30 2019	JANUARY 31 2019	OCTOBER 31 2019
In thousands of Canadian dollars (Unaudited)									
Salaries and employee benefits									
Salaries	\$ —	\$ —	\$ —	\$ 59,393	\$ 56,141	\$ 58,442	\$ 58,065	\$ 60,805	\$ 233,453
Employee benefits	—	—	—	17,435	15,273	17,746	18,488	18,900	70,407
Performance-based compensation	—	—	—	18,441	13,341	13,890	13,921	12,384	53,536
	—	—	—	95,269	84,755	90,078	90,474	92,089	357,396
Premises and technology									
Technology costs	—	—	—	29,798	28,260	28,268	29,181	27,614	113,323
Rent and property taxes	—	—	—	5,898	10,819	11,168	11,423	11,678	45,088
Depreciation and amortization	—	—	—	12,570	8,450	7,697	8,329	7,554	32,030
Other	—	—	—	1,501	1,488	1,572	1,650	2,200	6,910
	—	—	—	49,767	49,017	48,705	50,583	49,046	197,351
Other									
Advertising and business development	—	—	—	8,726	9,936	8,175	8,490	9,459	36,060
Professional and advisory services	—	—	—	9,327	11,152	9,118	9,550	10,259	40,079
Communications and travel	—	—	—	4,222	3,655	3,890	4,168	4,230	15,943
Other ⁽¹⁾	—	—	—	18,857	16,882	16,090	16,426	17,587	66,985
	—	—	—	41,132	41,625	37,273	38,634	41,535	159,067
Restructuring charges⁽²⁾									
Severance charges	—	—	—	2,838	1,735	972	2,420	1,347	6,474
Other restructuring charges	—	—	—	(104)	3,696	830	1,020	659	6,205
	—	—	—	2,734	5,431	1,802	3,440	2,006	12,679
Costs related to business combinations	—	—	—	—	—	—	—	—	—
Total non-interest expenses	\$ —	\$ —	\$ —	\$ 188,902	\$ 180,828	\$ 177,858	\$ 183,131	\$ 184,676	\$ 726,493
Adjusted non-interest expenses⁽³⁾	\$ —	\$ —	\$ —	\$ 182,769	\$ 171,981	\$ 172,630	\$ 176,255	\$ 179,237	\$ 700,103

(1) Other non-interest expenses includes the amortization of acquisition-related intangible assets. Refer to the Reconciliation of GAAP and non-GAAP measures section.

(2) For the three-month period ended April 30, 2019 and the year ended October 31, 2019, severance charges are presented net of a \$4.8 million curtailment gain on pension plans and other post-employment benefits obligations and reversals of provisions amounting to \$3.5 million.

(3) Refer to the Reconciliation of GAAP and non-GAAP measures section.

CONSOLIDATED BALANCE SHEET

In thousands of Canadian dollars (Unaudited)	AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31		AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31	
	2020		2020		2020		2020		2019		2019		2019		2019	
ASSETS																
Cash and non-interest bearing deposits with banks	\$	—	\$	—	\$	—	\$	79,273	\$	90,658	\$	104,012	\$	99,864	\$	108,139
Interest bearing deposits with banks		—		—		—		614,145		322,897		584,081		293,290		497,462
Securities																
At amortized cost		—		—		—		2,458,034		2,744,929		2,731,214		2,940,598		2,955,948
At fair value through profit or loss (FVTPL)		—		—		—		2,717,549		3,242,146		2,663,245		2,765,313		2,558,180
At FVOCI		—		—		—		314,085		312,861		318,202		346,390		360,424
		—		—		—		5,489,668		6,299,936		5,712,661		6,052,301		5,874,552
Securities purchased under reverse repurchase agreements		—		—		—		3,171,897		2,538,285		2,835,795		2,849,403		3,345,351
Loans																
Personal		—		—		—		4,448,424		4,660,524		4,854,103		5,072,731		5,218,445
Residential mortgage		—		—		—		15,894,541		16,039,680		16,164,948		16,313,107		16,573,276
Commercial		—		—		—		12,911,866		12,646,332		12,631,687		12,562,435		12,138,193
Customers' liabilities under acceptances		—		—		—		272,511		319,992		236,424		170,201		173,410
		—		—		—		33,527,342		33,666,528		33,887,162		34,118,474		34,103,324
Allowances for loan losses		—		—		—		(103,817)		(100,457)		(102,323)		(102,928)		(101,744)
		—		—		—		33,423,525		33,566,071		33,784,839		34,015,546		34,001,580
Other																
Derivatives		—		—		—		141,161		143,816		168,453		134,464		124,827
Premises and equipment		—		—		—		79,988		77,802		78,053		78,693		79,006
Right-of-use-assets		—		—		—		135,026		n/a		n/a		n/a		n/a
Software and other intangible assets		—		—		—		387,114		391,162		388,603		384,401		375,135
Goodwill		—		—		—		116,921		116,649		116,764		117,605		116,496
Deferred tax assets		—		—		—		42,408		37,045		36,989		34,288		34,396
Other assets		—		—		—		602,162		768,806		526,977		633,512		563,190
		—		—		—		1,504,780		1,535,280		1,315,839		1,382,963		1,293,050
	\$	—	\$	—	\$	—	\$	44,283,288	\$	44,353,127	\$	44,337,227	\$	44,693,367	\$	45,120,134
LIABILITIES AND SHAREHOLDERS' EQUITY																
Deposits																
Personal	\$	—	\$	—	\$	—	\$	20,072,818	\$	19,747,260	\$	20,097,162	\$	20,603,367	\$	21,387,186
Business, banks and other		—		—		—		5,128,135		5,905,344		6,518,443		6,475,830		6,829,356
		—		—		—		25,200,953		25,652,604		26,615,605		27,079,197		28,216,542
Other																
Obligations related to securities sold short		—		—		—		3,433,046		2,618,147		2,921,954		2,168,836		3,097,605
Obligations related to securities sold under repurchase agreements		—		—		—		2,123,487		2,558,883		2,446,707		3,186,113		2,210,839
Acceptances		—		—		—		272,511		319,992		236,424		170,201		173,410
Derivatives		—		—		—		129,035		112,737		125,100		144,830		166,921
Lease liabilities		—		—		—		168,312		n/a		n/a		n/a		n/a
Deferred tax liabilities		—		—		—		54,999		53,102		36,336		35,167		31,852
Other liabilities		—		—		—		1,051,345		1,207,567		1,068,507		1,149,187		1,024,450
		—		—		—		7,232,735		6,870,428		6,835,028		6,854,334		6,705,077
Debt related to securitization activities		—		—		—		8,926,976		8,913,333		7,977,807		7,859,483		7,339,280
Subordinated debt		—		—		—		349,187		349,101		349,016		348,930		348,848
Shareholders' equity																
Preferred shares		—		—		—		244,038		244,038		244,038		244,038		244,038
Common shares		—		—		—		1,144,387		1,139,193		1,131,986		1,125,809		1,120,352
Retained earnings		—		—		—		1,156,681		1,161,668		1,158,824		1,152,058		1,132,718
Accumulated other comprehensive income		—		—		—		25,762		20,947		23,384		28,343		12,496
Share-based compensation reserve		—		—		—		2,569		1,815		1,539		1,175		783
		—		—		—		2,573,437		2,567,661		2,559,771		2,551,423		2,510,387
	\$	—	\$	—	\$	—	\$	44,283,288	\$	44,353,127	\$	44,337,227	\$	44,693,367	\$	45,120,134

DEPOSITS

	AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31		AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31	
In thousands of Canadian dollars (Unaudited)	2020		2020		2020		2020		2019		2019		2019		2019	
Personal																
Notice and demand																
Financial Clinics network	\$	—	\$	—	\$	—	\$	2,180,064	\$	2,172,415	\$	2,202,431	\$	2,296,693	\$	2,369,832
Advisors and brokers		—		—		—		1,831,443		1,856,220		1,931,864		2,018,456		2,081,567
Digital		—		—		—		1,000,884		104,307		—		—		—
		—		—		—		5,012,391		4,132,942		4,134,295		4,315,149		4,451,399
Term																
Financial Clinics network		—		—		—		4,851,403		4,836,235		4,860,026		4,925,105		4,979,943
Advisors and brokers		—		—		—		10,209,014		10,778,074		11,102,841		11,363,113		11,955,844
Digital		—		—		—		10		9		—		—		—
		—		—		—		15,060,427		15,614,318		15,962,867		16,288,218		16,935,787
		—		—		—		20,072,818		19,747,260		20,097,162		20,603,367		21,387,186
Business, banks and other																
Notice and demand		—		—		—		1,459,416		1,619,004		1,659,598		1,772,218		1,880,372
Term		—		—		—		3,668,719		4,286,340		4,858,845		4,703,612		4,948,984
		—		—		—		5,128,135		5,905,344		6,518,443		6,475,830		6,829,356
	\$	—	\$	—	\$	—	\$	25,200,953	\$	25,652,604	\$	26,615,605	\$	27,079,197	\$	28,216,542

ASSETS UNDER ADMINISTRATION

	AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31		AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31	
In thousands of Canadian dollars (Unaudited)	2020		2020		2020		2020		2019		2019		2019		2019	
Registered and non-registered investment accounts	\$	—	\$	—	\$	—	\$	20,505,860	\$	20,381,169	\$	20,675,334	\$	21,269,835	\$	20,725,682
Clients' brokerage assets		—		—		—		4,422,638		4,462,402		4,558,637		4,587,217		4,471,858
Mutual funds		—		—		—		3,382,576		3,299,609		3,343,890		3,374,243		3,277,091
Loans under administration		—		—		—		723,822		662,530		646,341		702,465		651,781
Institutional assets		—		—		—		91,123		91,906		86,745		86,745		85,494
Other - Personal		—		—		—		8,330		8,100		7,965		7,964		7,563
	\$	—	\$	—	\$	—	\$	29,134,349	\$	28,905,716	\$	29,318,912	\$	30,028,469	\$	29,219,469

REGULATORY CAPITAL

In thousands of Canadian dollars, except percentage amounts (Unaudited)			AS AT OCTOBER 31, 2020	AS AT JULY 31, 2020	AS AT APRIL 30, 2020	AS AT JANUARY 31, 2020
Row ⁽¹⁾						
Common Equity Tier 1 capital: instruments and reserves						
1	Directly issued qualifying common share capital (and equivalent for non-joint stock companies) plus related stock surplus	\$	—	\$	—	\$ 1,146,956
2	Retained earnings		—		—	1,156,681
3	Accumulated other comprehensive income (and other reserves)		—		—	2,471
6	Common Equity Tier 1 capital before regulatory adjustments		—		—	2,306,108
28	Total regulatory adjustments to Common Equity Tier 1 ⁽²⁾		—		—	(449,928)
29	Common Equity Tier 1 capital (CET1)		—		—	1,856,180
Additional Tier 1 capital: instruments						
30	Directly issued qualifying Additional Tier 1 instruments plus related stock surplus		—		—	244,038
31	of which: classified as equity under applicable accounting standards		—		—	244,038
33	Directly issued capital instruments subject to phase out from Additional Tier 1		—		—	—
36	Additional Tier 1 capital before regulatory adjustments		—		—	244,038
43	Total regulatory adjustments to Additional Tier 1 capital		—		—	—
44	Additional Tier 1 capital (AT1)		—		—	244,038
45	Tier 1 capital (T1 = CET1 + AT1)		—		—	2,100,218
Tier 2 capital: instruments and allowances						
46	Directly issued qualifying Tier 2 instruments plus related stock surplus		—		—	349,187
47	Directly issued capital instruments subject to phase out from Tier 2		—		—	—
50	Collective allowances					64,345
51	Tier 2 capital before regulatory adjustments		—		—	413,532
57	Total regulatory adjustments to Tier 2 capital		—		—	(67)
58	Tier 2 capital (T2)		—		—	413,465
59	Total capital (TC = T1 + T2)	\$	—	\$	—	\$ 2,513,683
60	Total risk-weighted assets	\$	—	\$	—	\$ 20,618,646
Capital ratios						
61	Common Equity Tier 1 (as a percentage of risk-weighted assets)		—%	—%	—%	9.0%
62	Tier 1 (as a percentage of risk-weighted assets)		—%	—%	—%	10.2%
63	Total capital (as a percentage of risk-weighted assets)		—%	—%	—%	12.2%
OSFI target⁽³⁾						
69	Common Equity Tier 1 target ratio		—%	—%	—%	7.0%
70	Tier 1 capital target ratio		—%	—%	—%	8.5%
71	Total capital target ratio		—%	—%	—%	10.5%
Capital instruments subject to phase-out arrangements (only applicable between January 1st, 2013 and January 1st, 2022)						
82	Current cap on AT1 instruments subject to phase out arrangements	\$	—	\$	—	\$ 60,644
83	Amount excluded from AT1 due to cap (excess over cap after redemptions and maturities)	\$	—	\$	—	\$ —
84	Current cap on T2 instruments subject to phase out arrangements	\$	—	\$	—	\$ 88,762
85	Amount excluded from T2 due to cap (excess over cap after redemptions and maturities)	\$	—	\$	—	\$ —

(1) Row numbering, as per OSFI advisory revised May 2018, is provided for consistency and comparability in the disclosure of elements of capital among banks and across jurisdictions. Certain rows have been removed because there are no values in such rows.

(2) Mainly comprised of deductions for software and other intangible assets, goodwill and pension plan assets.

(3) The countercyclical buffer as at January 31, 2020 was nil, as all private sector credit exposures were either in Canada or the United States.

REGULATORY CAPITAL (CONT'D)

In thousands of Canadian dollars, except percentage amounts (Unaudited)		AS AT OCTOBER 31, 2019		AS AT JULY 31, 2019		AS AT APRIL 30, 2019		AS AT JANUARY 31, 2019	
Row ⁽¹⁾									
Common Equity Tier 1 capital: instruments and reserves									
1	Directly issued qualifying common share capital (and equivalent for non-joint stock companies) plus related stock surplus	\$	1,141,008	\$	1,133,525	\$	1,126,984	\$	1,121,135
2	Retained earnings		1,161,668		1,158,824		1,152,058		1,132,718
3	Accumulated other comprehensive income (and other reserves)		(102)		571		5,256		756
6	Common Equity Tier 1 capital before regulatory adjustments		2,302,574		2,292,920		2,284,298		2,254,609
28	Total regulatory adjustments to Common Equity Tier 1 ⁽²⁾		(461,192)		(449,590)		(449,453)		(436,079)
29	Common Equity Tier 1 capital (CET1)		1,841,382		1,843,330		1,834,845		1,818,530
Additional Tier 1 capital: instruments									
30	Directly issued qualifying Additional Tier 1 instruments plus related stock surplus		244,038		244,038		244,038		244,038
31	of which: classified as equity under applicable accounting standards		244,038		244,038		244,038		244,038
33	Directly issued capital instruments subject to phase out from Additional Tier 1		—		—		—		—
36	Additional Tier 1 capital before regulatory adjustments		244,038		244,038		244,038		244,038
43	Total regulatory adjustments to Additional Tier 1 capital		—		—		—		—
44	Additional Tier 1 capital (AT1)		244,038		244,038		244,038		244,038
45	Tier 1 capital (T1 = CET1 + AT1)		2,085,420		2,087,368		2,078,883		2,062,568
Tier 2 capital: instruments and allowances									
46	Directly issued qualifying Tier 2 instruments plus related stock surplus		349,101		349,016		348,930		348,848
47	Directly issued capital instruments subject to phase out from Tier 2		—		—		—		—
50	Collective allowances		66,052		61,501		64,569		77,178
51	Tier 2 capital before regulatory adjustments		415,153		410,517		413,499		426,026
57	Total regulatory adjustments to Tier 2 capital		(3,465)		(364)		—		(107)
58	Tier 2 capital (T2)		411,688		410,153		413,499		425,919
59	Total capital (TC = T1 + T2)	\$	2,497,108	\$	2,497,521	\$	2,492,382	\$	2,488,487
60a	Common Equity Tier 1 capital risk-weighted assets	\$	20,406,556	\$	20,444,560	\$	20,475,987	\$	20,461,367
60b	Tier 1 capital risk-weighted assets	\$	20,406,556	\$	20,444,560	\$	20,475,987	\$	20,456,862
60c	Total capital risk-weighted assets	\$	20,406,556	\$	20,444,560	\$	20,475,987	\$	20,456,862
Capital ratios									
61	Common Equity Tier 1 (as a percentage of risk-weighted assets)		9.0%		9.0%		9.0%		8.9%
62	Tier 1 (as a percentage of risk-weighted assets)		10.2%		10.2%		10.2%		10.1%
63	Total capital (as a percentage of risk-weighted assets)		12.2%		12.2%		12.2%		12.2%
OSFI all-in target⁽³⁾									
69	Common Equity Tier 1 all-in target ratio		7.0%		7.0%		7.0%		7.0%
70	Tier 1 capital all-in target ratio		8.5%		8.5%		8.5%		8.5%
71	Total capital all-in target ratio		10.5%		10.5%		10.5%		10.5%
Capital instruments subject to phase-out arrangements (only applicable between January 1st, 2013 and January 1st, 2022)									
82	Current cap on AT1 instruments subject to phase out arrangements	\$	90,965	\$	90,965	\$	90,965	\$	90,965
83	Amount excluded from AT1 due to cap (excess over cap after redemptions and maturities)	\$	—	\$	—	\$	—	\$	—
84	Current cap on T2 instruments subject to phase out arrangements	\$	133,143	\$	133,143	\$	133,143	\$	133,143
85	Amount excluded from T2 due to cap (excess over cap after redemptions and maturities)	\$	—	\$	—	\$	—	\$	—

(1) Row numbering, as per OSFI advisory revised May 2018, is provided for consistency and comparability in the disclosure of elements of capital among banks and across jurisdictions. Certain rows have been removed because there are no values in such rows.

(2) Mainly comprised of deductions for software and other intangible assets, goodwill and pension plan assets.

(3) The countercyclical buffer as at October 31, July 31, April 30 and January 31, 2019 was nil, as all private sector credit exposures were either in Canada or the United States.

RISK-WEIGHTED ASSETS

In thousands of Canadian dollars (Unaudited)

AS AT JANUARY 31, 2020

	0%	20%	35%	50%	75%	100%	150%	250%	1,250%	TOTAL	RISK-WEIGHTED ASSETS	CAPITAL REQUIREMENTS ⁽²⁾
Exposure Class (after risk mitigation)												
Corporate	\$ 26,389	\$ 32,965	\$ —	\$ 30,412	\$ —	\$ 10,121,277	\$ 51,329	\$ —	\$ —	\$ 10,262,372	\$ 10,220,070	\$ 715,405
Sovereign	6,213,731	236,136	—	—	—	—	—	—	—	6,449,867	47,227	3,306
Bank	—	735,768	—	—	—	10,816	—	—	—	746,584	157,970	11,058
Retail residential mortgage loans	9,104,560	118,216	8,371,829	273,694	28,011	68,068	—	—	—	17,964,378	3,179,706	222,579
Other retail	382,761	—	—	—	1,496,996	—	11,316	—	—	1,891,073	1,139,721	79,780
Small business entities treated as other retail	4,776	—	—	—	2,007,189	—	—	—	—	2,011,965	1,505,392	105,377
Equity	—	—	—	—	—	401,186	—	—	—	401,186	401,186	28,083
Securitization	—	912	—	—	—	3,314	—	—	135	4,361	5,159	361
Other assets	697,872	155,050	—	—	—	541,342	—	91,024	—	1,485,288	799,913	55,994
	16,430,089	1,279,047	8,371,829	304,106	3,532,196	11,146,003	62,645	91,024	135	41,217,074	17,456,344	1,221,944
Derivatives ⁽¹⁾	—	143,738	—	—	—	119,972	—	—	—	263,710	148,720	10,410
Credit commitments	16,283	13,180	—	—	43,561	1,278,662	—	—	—	1,351,686	1,313,969	91,978
Operational risk											1,699,613	118,973
	\$ 16,446,372	\$ 1,435,965	\$ 8,371,829	\$ 304,106	\$ 3,575,757	\$ 12,544,637	\$ 62,645	\$ 91,024	\$ 135	\$ 42,832,470	\$ 20,618,646	\$ 1,443,305
Balance sheet items												
Cash, deposits with banks, securities and securities financing transactions											\$ 838,588	
Personal loans											1,402,088	
Residential mortgage loans											3,443,289	
Commercial mortgage loans, commercial loans and acceptances											11,152,015	
Other assets											620,364	
											\$ 17,456,344	

(1) Collateral held on derivatives totaled \$62.6 million as at January 31, 2020 and included cash and government securities.

(2) The capital requirement is equal to 7% of risk-weighted assets.

RISK-WEIGHTED ASSETS (CONT'D)

In thousands of Canadian dollars (Unaudited)

AS AT OCTOBER 31, 2019

	0%	20%	35%	50%	75%	100%	150%	250%	1,250%	TOTAL	RISK-WEIGHTED ASSETS	CAPITAL REQUIREMENTS ⁽²⁾
Exposure Class (after risk mitigation)												
Corporate	\$ 35,826	\$ 33,476	\$ —	\$ 21,177	\$ —	\$ 9,955,433	\$ 46,652	\$ —	\$ —	\$ 10,092,564	\$ 10,042,695	\$ 702,989
Sovereign	6,141,219	250,032	—	—	—	—	—	—	—	6,391,251	50,006	3,500
Bank	—	450,614	—	—	—	12,642	—	—	—	463,256	102,765	7,194
Retail residential mortgage loans	9,070,143	101,233	8,665,058	261,965	25,484	73,494	—	—	—	18,197,377	3,276,607	229,362
Other retail	393,055	—	—	—	1,626,288	—	9,399	—	—	2,028,742	1,233,815	86,367
Small business entities treated as other retail	6,708	—	—	—	2,024,567	—	—	—	—	2,031,275	1,518,425	106,290
Equity	—	—	—	—	—	393,011	—	—	—	393,011	393,011	27,511
Securitization	—	6,260	—	—	—	3,586	—	—	139	9,985	6,405	448
Other assets	719,628	316,953	—	—	—	371,410	—	85,927	—	1,493,918	649,619	45,473
	16,366,579	1,158,568	8,665,058	283,142	3,676,339	10,809,576	56,051	85,927	139	41,101,379	17,273,348	1,209,134
Derivatives ⁽¹⁾	—	166,158	—	—	—	103,574	—	—	—	269,732	136,806	9,576
Credit commitments	16,206	13,180	—	—	46,919	1,275,352	—	—	—	1,351,657	1,313,177	91,922
Operational risk											1,683,225	117,826
	\$ 16,382,785	\$ 1,337,906	\$ 8,665,058	\$ 283,142	\$ 3,723,258	\$ 12,188,502	\$ 56,051	\$ 85,927	\$ 139	\$ 42,722,768	\$ 20,406,556	\$ 1,428,459
Balance sheet items												
Cash, deposits with banks, securities and securities financing transactions											\$ 772,798	
Personal loans											1,513,148	
Residential mortgage loans											3,541,953	
Commercial loans and acceptances											10,972,139	
Other assets											473,310	
											\$ 17,273,348	

(1) Collateral held on derivatives totaled \$44.1 million as at October 31, 2019 and included cash and government securities.

(2) The capital requirement is equal to 7% of risk-weighted assets.

BASEL III LEVERAGE RATIO

In thousands of Canadian dollars, except percentage amounts (Unaudited)

		AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31
		2020		2020		2020		2020
Row ⁽¹⁾								
	On-balance sheet exposures							
1	On-balance sheet items (excluding derivatives, securities financing transactions (SFTs) and grandfathered securitization exposures but including collateral)	\$	—	\$	—	\$	—	40,949,661
4	(Asset amounts deducted in determining Tier 1 capital ⁽²⁾)		—		—		—	(473,218)
5	Total on-balance sheet exposures (excluding derivatives and SFTs) (sum of lines 1 to 4)	\$	—	\$	—	\$	—	40,476,443
	Derivative exposures							
6	Replacement cost associated with all derivative transactions	\$	—	\$	—	\$	—	107,733
7	Add-on amounts for potential future exposure (PFE) associated with all derivative transactions		—		—		—	155,363
11	Total derivative exposures (sum of lines 6 to 10)	\$	—	\$	—	\$	—	263,096
	Securities financing transaction exposures							
12	Gross SFT assets recognized for accounting purposes (with no recognition of netting), after adjusting for sale accounting transactions	\$	—	\$	—	\$	—	6,281,002
13	(Netted amounts of cash payables and cash receivables of gross SFT assets)		—		—		—	(4,287,895)
14	Counterparty credit risk (CCR) exposure for SFTs		—		—		—	22,230
16	Total securities financing transaction exposures (sum of lines 12 to 15)	\$	—	\$	—	\$	—	2,015,337
	Other off-balance sheet exposures							
17	Off-balance sheet exposure at gross notional amount	\$	—	\$	—	\$	—	9,390,399
18	(Adjustments for conversion to credit equivalent amounts)		—		—		—	(7,425,534)
19	Off-balance sheet items (sum of lines 17 and 18)	\$	—	\$	—	\$	—	1,964,865
	Capital and total exposures							
20	Tier 1 capital	\$	—	\$	—	\$	—	2,100,218
21	Total exposures (sum of lines 5, 11, 16 and 19)	\$	—	\$	—	\$	—	44,719,741
	Leverage ratio							
22	Basel III leverage ratio		—%		—%		—%	4.7%

(1) Row numbering, as per OSFI advisory revised November 2018, is provided for consistency and comparability in the breakdown of the main leverage ratio regulatory elements among banks and across jurisdictions. Certain rows have been removed because there are no values in such rows.

(2) Mainly comprised of deductions for software and other intangible assets, goodwill, pension plan assets and cash flow hedges reserve.

BASEL III LEVERAGE RATIO (CONT'D)

In thousands of Canadian dollars, except percentage amounts (Unaudited)		AS AT OCTOBER 31 2019		AS AT JULY 31 2019		AS AT APRIL 30 2019		AS AT JANUARY 31 2019	
Row ⁽¹⁾									
On-balance sheet exposures									
1	On-balance sheet items (excluding derivatives, securities financing transactions (SFT), and grandfathered securitization exposures but including collateral)	\$	41,650,232	\$	41,307,008	\$	41,659,281	\$	41,624,963
2	Asset amounts deducted in determining Basel III "all-in" Tier 1 capital ⁽²⁾		(482,231)		(472,400)		(472,532)		(447,812)
3	Total on-balance sheet exposures	\$	41,168,001	\$	40,834,608	\$	41,186,749	\$	41,177,151
Derivative exposures									
4	Replacement cost associated with all derivative transactions (i.e. net of eligible cash variation margin)	\$	119,630	\$	134,324	\$	101,222	\$	80,150
5	Add-on amounts for potential future exposure (PFE) associated with all derivative transactions		134,097		141,528		167,515		175,099
11	Total derivative exposures	\$	253,727	\$	275,852	\$	268,737	\$	255,249
Securities financing transaction exposures									
12	Gross SFT assets recognized for accounting purposes (with no recognition of netting), after adjusting for sale accounting transactions	\$	5,182,516	\$	4,878,751	\$	4,616,812	\$	5,183,341
13	Netted amounts of cash payables and cash receivables of gross SFT assets		(3,120,182)		(2,615,310)		(2,292,349)		(2,253,443)
14	Counterparty credit risk (CCR) exposure for SFTs	\$	18,003	\$	24,401	\$	14,641	\$	20,773
16	Total securities financing transaction exposures	\$	2,080,337	\$	2,287,842	\$	2,339,104	\$	2,950,671
Other off-balance sheet exposures									
17	Off-balance sheet exposure at gross notional amount	\$	9,430,379	\$	8,357,528	\$	9,028,018	\$	9,532,900
18	Adjustments for conversion to credit equivalent amounts		(7,456,462)		(6,549,661)		(7,241,166)		(7,686,861)
19	Off-balance sheet items	\$	1,973,917	\$	1,807,867	\$	1,786,852	\$	1,846,039
Capital and total exposures									
20	Tier 1 capital	\$	2,085,420	\$	2,087,368	\$	2,078,883	\$	2,062,568
21	Total exposures (sum of lines 3, 11, 16 and 19)		45,475,982		45,206,169		45,581,442		46,229,110
Leverage ratio									
22	Basel III leverage ratio		4.6%		4.6%		4.6%		4.5%

(1) Row numbering, as per OSFI advisory revised November 2018, is provided for consistency and comparability in the breakdown of the main leverage ratio regulatory elements among banks and across jurisdictions. Certain rows have been removed because there are no values in such rows.

(2) Mainly comprised of deductions for software and other intangible assets, goodwill, pension plan assets and cash flow hedges reserve.

CREDIT RISK EXPOSURE

Gross carrying amount by credit quality

	AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31		AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31	
In thousands of Canadian dollars (Unaudited)	2020		2020		2020		2020		2019		2019		2019		2019	
Personal loans																
Very low risk	\$	—	\$	—	\$	—	\$	2,981,303	\$	2,824,711	\$	2,990,772	\$	2,841,412	\$	3,110,615
Low risk		—		—		—		647,198		790,481		892,771		927,454		1,019,517
Medium risk		—		—		—		767,588		981,956		907,335		1,239,312		1,024,658
High risk		—		—		—		31,488		45,734		35,924		38,316		38,314
Default		—		—		—		20,847		17,642		27,301		26,237		25,341
		—		—		—		4,448,424		4,660,524		4,854,103		5,072,731		5,218,445
Residential mortgage loans																
Very low risk		—		—		—		8,765,987		8,134,306		7,237,203		6,966,208		7,068,671
Low risk		—		—		—		3,681,321		4,016,605		5,007,494		5,294,114		5,400,539
Medium risk		—		—		—		3,230,572		3,636,021		3,780,674		3,912,375		3,972,059
High risk		—		—		—		159,916		193,512		72,737		87,325		82,472
Default		—		—		—		56,745		59,236		66,840		53,085		49,535
		—		—		—		15,894,541		16,039,680		16,164,948		16,313,107		16,573,276
Commercial loans⁽¹⁾																
Very low risk		—		—		—		2,373,060		2,342,403		1,973,976		2,282,180		2,024,927
Low risk		—		—		—		7,527,504		7,680,672		7,836,264		7,539,172		7,388,295
Medium risk		—		—		—		3,028,320		2,687,280		2,821,901		2,660,861		2,662,906
High risk		—		—		—		146,372		157,686		131,535		142,804		119,062
Default		—		—		—		109,121		98,283		104,435		107,619		116,413
		—		—		—		13,184,377		12,966,324		12,868,111		12,732,636		12,311,603
Total loans																
Very low risk		—		—		—		14,120,350		13,301,420		12,201,951		12,089,800		12,204,213
Low risk		—		—		—		11,856,023		12,487,758		13,736,529		13,760,740		13,808,351
Medium risk		—		—		—		7,026,480		7,305,257		7,509,910		7,812,548		7,659,623
High risk		—		—		—		337,776		396,932		240,196		268,445		239,848
Default		—		—		—		186,713		175,161		198,576		186,941		191,289
	\$	—	\$	—	\$	—	\$	33,527,342	\$	33,666,528	\$	33,887,162	\$	34,118,474	\$	34,103,324
Off-balance sheet exposures⁽²⁾																
Very low risk	\$	—	\$	—	\$	—	\$	1,074,930		1,441,436		1,236,708		1,236,897		1,170,836
Low risk		—		—		—		1,354,960		1,302,641		1,230,948		1,253,663		1,175,016
Medium risk		—		—		—		603,299		493,723		513,811		465,800		490,337
High risk		—		—		—		9,600		5,474		3,666		3,255		2,783
Default		—		—		—		—		—		—		—		—
	\$	—	\$	—	\$	—	\$	3,042,789	\$	3,243,274	\$	2,985,133	\$	2,959,615	\$	2,838,972

(1) Including customers' liabilities under acceptances.

(2) Including letters of guarantee and certain undrawn amounts under approved credit facilities.

CREDIT RISK EXPOSURE

Gross carrying amount by expected credit losses impairment stage

	AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31		AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31	
In thousands of Canadian dollars (Unaudited)	2020		2020		2020		2020		2019		2019		2019		2019	
Personal loans																
Stage 1	\$	—	\$	—	\$	—	\$	3,925,211	\$	3,899,321	\$	4,128,217	\$	4,320,529	\$	4,367,368
Stage 2		—		—		—		502,366		743,561		698,585		725,965		825,673
Stage 3		—		—		—		20,847		17,642		27,301		26,237		25,404
		—		—		—		4,448,424		4,660,524		4,854,103		5,072,731		5,218,445
Residential mortgage loans																
Stage 1		—		—		—		14,680,759		14,481,515		14,971,502		15,044,479		15,195,191
Stage 2		—		—		—		1,157,037		1,498,929		1,126,606		1,215,543		1,328,597
Stage 3		—		—		—		56,745		59,236		66,840		53,085		49,488
		—		—		—		15,894,541		16,039,680		16,164,948		16,313,107		16,573,276
Commercial loans⁽¹⁾																
Stage 1		—		—		—		12,481,567		12,393,365		12,029,792		11,763,673		11,519,379
Stage 2		—		—		—		593,689		474,676		733,884		861,344		677,530
Stage 3		—		—		—		109,121		98,283		104,435		107,619		114,694
		—		—		—		13,184,377		12,966,324		12,868,111		12,732,636		12,311,603
Total loans																
Stage 1		—		—		—		31,087,537		30,774,201		31,129,511		31,128,681		31,081,938
Stage 2		—		—		—		2,253,092		2,717,166		2,559,075		2,802,852		2,831,800
Stage 3		—		—		—		186,713		175,161		198,576		186,941		189,586
	\$	—	\$	—	\$	—	\$	33,527,342		33,666,528		33,887,162		34,118,474		34,103,324
Off-balance sheet exposures⁽²⁾																
Stage 1	\$	—	\$	—	\$	—	\$	2,845,436		2,968,633		2,783,849		2,751,466		2,670,960
Stage 2		—		—		—		197,353		274,641		201,284		208,149		168,012
Stage 3		—		—		—		—		—		—		—		—
	\$	—	\$	—	\$	—	\$	3,042,789	\$	3,243,274	\$	2,985,133	\$	2,959,615	\$	2,838,972

(1) Including customers' liabilities under acceptances.

(2) Including letters of guarantee and certain undrawn amounts under approved credit facilities.

ALLOWANCES FOR CREDIT LOSSES

	AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31		AS AT OCTOBER 31		AS AT JULY 31		AS AT APRIL 30		AS AT JANUARY 31	
In thousands of Canadian dollars (Unaudited)	2020		2020		2020		2020		2019		2019		2019		2019	
Personal																
Stage 1	\$	—	\$	—	\$	—	\$	7,277	\$	7,297	\$	8,585	\$	9,329	\$	9,834
Stage 2		—		—		—		18,762		21,710		18,026		19,523		20,862
Stage 3		—		—		—		6,069		4,732		9,087		8,587		7,136
		—		—		—		32,108		33,739		35,698		37,439		37,832
Residential mortgage																
Stage 1		—		—		—		2,389		2,032		2,065		1,978		1,975
Stage 2		—		—		—		1,797		1,824		1,188		1,427		1,610
Stage 3		—		—		—		1,076		1,050		1,417		545		632
		—		—		—		5,262		4,906		4,670		3,950		4,217
Commercial⁽¹⁾																
Stage 1		—		—		—		23,951		24,160		23,212		23,358		21,125
Stage 2		—		—		—		9,968		8,828		8,225		8,953		10,822
Stage 3		—		—		—		38,767		35,160		36,494		35,451		33,782
		—		—		—		72,686		68,148		67,931		67,762		65,729
Total																
Stage 1		—		—		—		33,617		33,489		33,862		34,665		32,934
Stage 2		—		—		—		30,527		32,362		27,439		29,903		33,294
Stage 3		—		—		—		45,912		40,942		46,998		44,583		41,550
Total allowances for credit losses	\$	—	\$	—	\$	—	\$	110,056	\$	106,793	\$	108,299	\$	109,151	\$	107,778
Total allowances for loan losses	\$	—	\$	—	\$	—	\$	103,817	\$	100,457	\$	102,323	\$	102,928	\$	101,744
Total allowances for off-balance sheet exposures ⁽²⁾		—		—		—		6,239		6,336		5,976		6,223		6,034
Total allowances for credit losses	\$	—	\$	—	\$	—	\$	110,056	\$	106,793	\$	108,299	\$	109,151	\$	107,778

(1) Including customers' liabilities under acceptances.

(2) The allowances for off-balance sheet exposures, such as letters of guarantee and certain undrawn amounts under approved credit facilities, are recognized in other liabilities.

PROVISION FOR CREDIT LOSSES

	FOR THE THREE MONTHS ENDED								FOR THE YEAR ENDED
	OCTOBER 31 2020	JULY 31 2020	APRIL 30 2020	JANUARY 31 2020	OCTOBER 31 2019	JULY 31 2019	APRIL 30 2019	JANUARY 31 2019	OCTOBER 31 2019
In thousands of Canadian dollars (Unaudited)									
Personal									
Stage 1	\$ —	\$ —	\$ —	\$ (20)	\$ (1,288)	\$ (744)	\$ (505)	\$ (1,236)	\$ (3,773)
Stage 2	—	—	—	(2,948)	3,684	(1,497)	(1,339)	(1,636)	(788)
Stage 3	—	—	—	6,935	3,081	5,836	6,109	7,315	22,341
	—	—	—	3,967	5,477	3,595	4,265	4,443	17,780
Residential mortgage									
Stage 1	—	—	—	442	(33)	87	3	(471)	\$ (414)
Stage 2	—	—	—	(27)	636	(239)	(183)	(230)	\$ (16)
Stage 3	—	—	—	1,065	146	2,234	685	649	\$ 3,714
	—	—	—	1,480	749	2,082	505	(52)	3,284
Commercial⁽¹⁾									
Stage 1	—	—	—	(213)	906	(75)	2,164	(1,055)	\$ 1,940
Stage 2	—	—	—	1,140	602	(726)	(1,870)	2,570	\$ 576
Stage 3	—	—	—	8,526	4,866	7,224	4,136	4,594	20,820
	—	—	—	9,453	6,374	6,423	4,430	6,109	23,336
Total									
Stage 1	—	—	—	209	(415)	(732)	1,662	(2,762)	(2,247)
Stage 2	—	—	—	(1,835)	4,922	(2,462)	(3,392)	704	(228)
Stage 3	—	—	—	16,526	8,093	15,294	10,930	12,558	46,875
Total provision for credit losses	\$ —	\$ —	\$ —	\$ 14,900	\$ 12,600	\$ 12,100	\$ 9,200	\$ 10,500	\$ 44,400

(1) Including customers' liabilities under acceptances.

RESIDENTIAL MORTGAGE LOANS AND HELOCS

	AS AT OCTOBER 31				AS AT JULY 31				AS AT APRIL 30				AS AT JANUARY 31				AS AT OCTOBER 31			
In thousands of Canadian dollars, except percentage amounts (Unaudited)	2020				2020				2020				2020				2019			
Insured and uninsured residential mortgage loans⁽¹⁾ (excluding HELOCs)																				
Insured ⁽²⁾																				
Québec	\$	—	—%	\$	—	—%	\$	—	—%	\$	2,960,313	19%	\$	3,076,985	19%					
Ontario		—	—		—	—		—	—		2,584,566	16		2,515,661	16					
Rest of Canada		—	—		—	—		—	—		2,439,809	16		2,259,550	14					
		—	—		—	—		—	—		7,984,688	51		7,852,196	49					
Uninsured ⁽²⁾																				
Québec		—	—		—	—		—	—		3,675,519	23		3,783,998	24					
Ontario		—	—		—	—		—	—		3,165,862	20		3,267,067	21					
Rest of Canada		—	—		—	—		—	—		903,938	6		940,849	6					
		—	—		—	—		—	—		7,745,319	49		7,991,914	51					
	\$	—	—%	\$	—	—%	\$	—	—%	\$	15,730,007	100%	\$	15,844,110	100%					
Uninsured home equity lines of credit (HELOCs)																				
Québec		—	—%		—	—%		—	—%		469,576	67%		499,949	67%					
Ontario		—	—		—	—		—	—		123,935	18		132,887	18					
Rest of Canada		—	—		—	—		—	—		105,058	15		109,808	15					
	\$	—	—%	\$	—	—%	\$	—	—%	\$	698,569	100%	\$	742,644	100%					
Amortization period ranges for residential mortgage loans (in %)																				
Less than 20 years			—%			—%			—%			20%			20%					
20-24 years			—			—			—			49			47					
25-29 years			—			—			—			23			24					
30 years and greater			—			—			—			8			9					
			—%			—%			—%			100%			100%					
Average Loan-To-Value ratios for newly originated and acquired uninsured residential mortgages and HELOCs⁽³⁾																				
Québec			—%			—%			—%			64%			65%					
Ontario			—%			—%			—%			69%			68%					
Rest of Canada			—%			—%			—%			68%			70%					
			—%			—%			—%			67%			68%					

(1) Including residential mortgage loans secured by one- to four-unit dwellings.

(2) Insured residential mortgage loans and HELOCs are mortgage loans guaranteed by the Canada Mortgage and Housing Corporation or similar private mortgage insurers.

(3) Excluding loan renewals during the period.

Potential impact on residential mortgage loans and HELOCs in the event of an economic downturn

In accordance with the Bank's credit risk management policies, the mortgage & HELOC portfolios are regularly reviewed to ensure that the level of risk associated with these portfolios remains in line with the Bank's risk tolerance and its strategic objectives. As part of this oversight, the portfolios are stressed to reflect the effects of a potential economic downturn creating a decline in property values. Due to the large portion of insured loans and the relatively low loan-to-value ratio of uninsured mortgage loans, reflecting the excellent quality of the guarantees, the Bank believes that loan losses under such a scenario would remain largely manageable.

RECONCILIATION OF GAAP AND NON-GAAP MEASURES

In thousands of Canadian dollars, except per share and percentage (Unaudited)	FOR THE THREE MONTHS ENDED										FOR THE YEAR ENDED
	OCTOBER 31	JULY 31	APRIL 30	JANUARY 31	OCTOBER 31	JULY 31	APRIL 30	JANUARY 31	OCTOBER 31		
	2020	2020	2020	2020	2019	2019	2019	2019	2019		2019
Reported results											
Net interest income	\$ —	\$ —	\$ —	\$ 168,785	\$ 173,205	\$ 176,042	\$ 164,564	\$ 172,600	\$ 686,411		
Other income	—	—	—	69,928	68,433	68,611	75,317	69,738	282,099		
Total revenue	—	—	—	238,713	241,638	244,653	239,881	242,338	968,510		
Amortization of net premium on purchased financial instruments	—	—	—	232	284	336	390	442	1,452		
Provision for credit losses	—	—	—	14,900	12,600	12,100	9,200	10,500	44,400		
Non-interest expenses	—	—	—	188,902	180,828	177,858	183,131	184,676	726,493		
Income before income taxes	—	—	—	34,679	47,926	54,359	47,160	46,720	196,165		
Income taxes	—	—	—	2,507	6,583	6,561	3,847	6,464	23,455		
Net income	\$ —	\$ —	\$ —	\$ 32,172	\$ 41,343	\$ 47,798	\$ 43,313	\$ 40,256	\$ 172,710		
Reported measures											
Efficiency ratio	—%	—%	—%	79.1%	74.8%	72.7%	76.3%	76.2%	75.0%		
Diluted earnings per share	\$ —	\$ —	\$ —	\$ 0.68	\$ 0.90	\$ 1.05	\$ 0.95	\$ 0.88	\$ 3.77		
Return on common shareholders' equity	—%	—%	—%	5.0%	6.6%	7.8%	7.3%	6.5%	7.0%		
Adjusting items⁽¹⁾											
Restructuring charges ⁽²⁾											
Severance charges	\$ —	\$ —	\$ —	\$ 2,838	\$ 1,735	\$ 972	\$ 2,420	\$ 1,347	\$ 6,474		
Other restructuring charges	—	—	—	(104)	3,696	830	1,020	659	6,205		
Items related to business combinations											
Amortization of net premium on purchased financial instruments	—	—	—	232	284	336	390	442	1,452		
Amortization of acquisition-related intangible assets	—	—	—	3,399	3,416	3,426	3,436	3,433	13,711		
Other costs related to business combinations	—	—	—	—	—	—	—	—	—		
Adjusting items before income taxes	\$ —	\$ —	\$ —	\$ 6,365	\$ 9,131	\$ 5,564	\$ 7,266	\$ 5,881	\$ 27,842		
Income tax recovery related to the above	—	—	—	1,637	2,508	1,480	1,853	1,484	7,325		
Impact of adjusting items on net income	\$ —	\$ —	\$ —	\$ 4,728	\$ 6,623	\$ 4,084	\$ 5,413	\$ 4,397	\$ 20,517		
Impact of adjusting items on diluted earnings per share	\$ —	\$ —	\$ —	\$ 0.11	\$ 0.15	\$ 0.10	\$ 0.13	\$ 0.10	\$ 0.49		
Adjusted results⁽¹⁾											
Net interest income	\$ —	\$ —	\$ —	\$ 168,785	\$ 173,205	\$ 176,042	\$ 164,564	\$ 172,600	\$ 686,411		
Other income	—	—	—	69,928	68,433	68,611	75,317	69,738	282,099		
Total revenue	—	—	—	238,713	241,638	244,653	239,881	242,338	968,510		
Provision for credit losses	—	—	—	14,900	12,600	12,100	9,200	10,500	44,400		
Adjusted non-interest expenses	—	—	—	182,769	171,981	172,630	176,255	179,237	700,103		
Adjusted income before income taxes	—	—	—	41,044	57,057	59,923	54,426	52,601	224,007		
Adjusted income taxes	—	—	—	4,144	9,091	8,041	5,700	7,948	30,780		
Adjusted net income	\$ —	\$ —	\$ —	\$ 36,900	\$ 47,966	\$ 51,882	\$ 48,726	\$ 44,653	\$ 193,227		
Adjusted measures⁽¹⁾											
Adjusted efficiency ratio	—%	—%	—%	76.6%	71.2%	70.6%	73.5%	74.0%	72.3%		
Adjusted diluted earnings per share ⁽³⁾	\$ —	\$ —	\$ —	\$ 0.79	\$ 1.05	\$ 1.15	\$ 1.08	\$ 0.98	\$ 4.26		
Adjusted return on common shareholders' equity	—%	—%	—%	5.8%	7.8%	8.5%	8.3%	7.3%	7.9%		

(1) Adjusted results and measures are non-GAAP.

(2) For the three-month period ended April 30, 2019 and the year ended October 31, 2019, severance charges are presented net of a \$4.8 million curtailment gain on pension plans and other post-employment benefits obligations and reversals of provisions amounting to \$3.5 million.

(3) The impact of adjusting items on a per share basis does not add due to rounding for certain quarters.

GEOGRAPHIC SEGMENTS

In thousands of Canadian dollars (Unaudited)	FOR THE THREE MONTHS ENDED								FOR THE YEAR ENDED
	OCTOBER 31 2020	JULY 31 2020	APRIL 30 2020	JANUARY 31 2020	OCTOBER 31 2019	JULY 31 2019	APRIL 30 2019	JANUARY 31 2019	OCTOBER 31 2019
Average earning assets									
Canada	\$ —	\$ —	\$ —	\$ 34,661,906	\$ 35,248,978	\$ 35,685,971	\$ 36,154,141	\$ 36,170,372	\$ 35,813,012
United States	—	—	—	2,364,219	2,101,075	2,083,528	2,061,016	1,854,105	2,024,734
	\$ —	\$ —	\$ —	\$ 37,026,125	\$ 37,350,053	\$ 37,769,499	\$ 38,215,157	\$ 38,024,477	\$ 37,836,711
Average loans and acceptances									
Canada	\$ —	\$ —	\$ —	\$ 31,301,026	\$ 31,680,369	\$ 31,993,053	\$ 32,070,624	\$ 32,453,376	\$ 32,049,239
United States	—	—	—	2,234,774	1,959,343	1,956,478	1,988,954	1,763,627	1,916,708
	\$ —	\$ —	\$ —	\$ 33,535,800	\$ 33,639,712	\$ 33,949,531	\$ 34,059,578	\$ 34,217,003	\$ 33,965,691
Total revenue									
Canada	\$ —	\$ —	\$ —	\$ 208,083	\$ 211,248	\$ 216,400	\$ 211,992	\$ 215,759	\$ 855,399
United States	—	—	—	30,630	27,890	28,253	27,889	26,579	110,611
	\$ —	\$ —	\$ —	\$ 238,713	\$ 241,638	\$ 244,653	\$ 239,881	\$ 242,338	\$ 968,510
In thousands of Canadian dollars (Unaudited)	AS AT OCTOBER 31 2020	AS AT JULY 31 2020	AS AT APRIL 30 2020	AS AT JANUARY 31 2020	AS AT OCTOBER 31 2019	AS AT JULY 31 2019	AS AT APRIL 30 2019	AS AT JANUARY 31 2019	AS AT OCTOBER 31 2019
Total assets									
Canada	\$ —	\$ —	\$ —	\$ 41,582,235	\$ 41,966,396	\$ 42,212,578	\$ 42,382,387	\$ 43,066,113	\$ 41,966,396
United States	—	—	—	2,701,053	2,386,731	2,124,649	2,310,980	2,054,021	2,386,731
	\$ —	\$ —	\$ —	\$ 44,283,288	\$ 44,353,127	\$ 44,337,227	\$ 44,693,367	\$ 45,120,134	\$ 44,353,127
Total loans and acceptances									
Canada	\$ —	\$ —	\$ —	\$ 31,103,473	\$ 31,565,352	\$ 31,962,697	\$ 32,078,067	\$ 32,248,563	\$ 31,565,352
United States	—	—	—	2,423,869	2,101,176	1,924,465	2,040,407	1,854,761	2,101,176
	\$ —	\$ —	\$ —	\$ 33,527,342	\$ 33,666,528	\$ 33,887,162	\$ 34,118,474	\$ 34,103,324	\$ 33,666,528