

BMO Financial Group

# Supplementary Financial Information

For the Quarter Ended – January 31, 2021

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*This report is unaudited and all amounts are in millions of Canadian dollars, unless otherwise indicated.*

## NOTES TO USERS

### Use of this Document

The supplemental information contained in this package is designed to improve the readers' understanding of the financial performance of BMO Financial Group (the Bank). This information should be used in conjunction with the Bank's First Quarter 2021 Report to Shareholders and the 2020 Annual Report.

Additional financial information is also available in the Q1 2021 Supplementary Regulatory Capital Information, Q1 2021 Investor Presentation as well as the Conference Call Webcast which can be accessed at our website at [www.bmo.com/investorrelations](http://www.bmo.com/investorrelations).

This report is unaudited and all amounts are in millions of Canadian dollars, unless indicated otherwise.

Items indicated n.a. were not applicable.

### Accounting Framework

We report our financial results under International Financial Reporting Standards (IFRS) as adopted by the International Accounting Standards Board (IASB). We use the terms IFRS and Generally Accepted Accounting Principles (GAAP) interchangeably.

Results and measures in both the Management's Discussion and Analysis (MD&A) and this document are presented on an IFRS basis. They are also presented on an adjusted basis that excludes the impact of certain items. Management assesses performance on both a GAAP basis and an adjusted basis and considers both bases to be useful in assessing underlying, ongoing business performance. Some metrics such as revenue, revenue growth, operating leverage and efficiency ratio have been presented based on revenue net of insurance claims, commissions and changes in policy benefit liabilities (CCPB). Users may find this presentation to be more useful as it reduces the variability in results associated with insurance. Insurance revenue can experience variability arising from fluctuations in fair value of insurance assets which are largely offset by the fair value changes of policy benefit liabilities reflected in CCPB. For additional discussion of CCPB, see the 2020 Annual Report. Adjusted results and measures are non-GAAP and are detailed in the Non-GAAP Measures section in the MD&A of the Bank's First Quarter 2021 Report to Shareholders and 2020 Annual Report. For additional information about non-GAAP adjusted results and measures from prior periods included in this document, please refer to the applicable period's Report to Shareholders.

Securities regulators require that companies caution readers that earnings and other measures adjusted to a basis other than GAAP do not have standardized meanings under GAAP and are unlikely to be comparable to similar measures used by other companies.

### Adjusted Results

Adjusted results exclude the following items:

ADJUSTING ITEMS (PRE TAX) (\$ millions)												
	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	Fiscal 2020	Fiscal 2019	
Acquisition integration costs	(3)	(3)	(5)	(3)	(3)	(2)	(3)	(2)	(6)	(14)	(13)	
Amortization of acquisition-related intangible assets	(25)	(30)	(32)	(30)	(29)	(38)	(29)	(30)	(31)	(121)	(128)	
Restructuring costs	-	-	-	-	-	(484)	-	-	-	-	(484)	
Reinsurance adjustment	-	-	-	-	-	(25)	-	-	-	-	(25)	
<b>Total</b>	<b>(28)</b>	<b>(33)</b>	<b>(37)</b>	<b>(33)</b>	<b>(32)</b>	<b>(549)</b>	<b>(32)</b>	<b>(32)</b>	<b>(37)</b>	<b>(135)</b>	<b>(650)</b>	

ADJUSTING ITEMS (AFTER TAX) (\$ millions)												
	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	Fiscal 2020	Fiscal 2019	
Acquisition integration costs	(2)	(3)	(4)	(2)	(2)	(2)	(2)	(2)	(4)	(11)	(10)	
Amortization of acquisition-related intangible assets	(19)	(23)	(23)	(24)	(23)	(29)	(23)	(23)	(24)	(93)	(99)	
Restructuring costs	-	-	-	-	-	(357)	-	-	-	-	(357)	
Reinsurance adjustment	-	-	-	-	-	(25)	-	-	-	-	(25)	
<b>Total</b>	<b>(21)</b>	<b>(26)</b>	<b>(27)</b>	<b>(26)</b>	<b>(25)</b>	<b>(413)</b>	<b>(25)</b>	<b>(25)</b>	<b>(28)</b>	<b>(104)</b>	<b>(491)</b>	

Users may provide their comments and suggestions on the Supplementary Financial Information document by contacting Bill Anderson at (416) 867-7834 or [bill2.anderson@bmo.com](mailto:bill2.anderson@bmo.com)

### Taxable Equivalent Basis

BMO analyzes consolidated revenues on a reported basis. However, like many banks, BMO analyzes revenue of operating groups and ratios computed using revenue on a taxable equivalent basis (teb). Revenue and the provision for income taxes are increased on tax-exempt securities to an equivalent before-tax basis to facilitate comparisons of income between taxable and tax-exempt sources. The effective income tax rate is also analyzed on a teb for consistency of approach. The offset to the group teb adjustments, mostly in BMO Capital Markets, is reflected in Corporate Services.

### Changes

Periodically, certain business lines and units within business lines are transferred between client and corporate support groups to more closely align BMO's organizational structure with its strategic priorities. In addition, revenue, provision for credit losses and expense allocations are updated to better align with current experience. Results for prior periods are reclassified to conform to the current period's presentation.

The Bank adopted IFRS 16 Leases (IFRS 16), effective November 1, 2019 using the modified retrospective approach. Under IFRS 16, the bank recognized a right-of-use asset and a corresponding lease liability for leases. Prior periods have not been restated. Depreciation on the right-of-use asset has been recorded in non-interest expense, and accretion on the lease liability in interest expense. In prior years, the lease expense was recorded in non-interest expense. We allocate depreciation and interest expenses to operating groups. For further details on the impact of adoption of IFRS 16, refer to Note 1 of the Bank's First Quarter 2020 Report to Shareholders.

Effective the first quarter of 2021, we reclassified metal lease balances from other assets to business and government loans. Results for prior periods have been reclassified to conform with the current period's presentation.



**FINANCIAL HIGHLIGHTS CONTINUED**

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	YTD 2021	YTD 2020	Fiscal 2020	Fiscal 2019
(\$ millions except as noted)														
<b>Dividend and Distributions Payable Information</b>														
Dividends declared per share	1	\$1.06	\$1.06	\$1.06	\$1.06	\$1.06	\$1.03	\$1.03	\$1.00	\$1.00	\$1.06	\$1.06	\$4.24	\$4.06
Dividends paid per share	2	\$1.06	\$1.06	\$1.06	\$1.06	\$1.03	\$1.03	\$1.00	\$1.00	\$0.96	\$1.06	\$1.03	\$4.21	\$3.99
Dividends on common shares	3	686	685	682	678	678	658	658	639	639	686	678	2,723	2,594
Dividends on preferred shares and distributions payable on other equity instruments	4	56	52	73	52	70	52	59	48	52	56	70	247	211
Dividend yield	5	4.46 %	5.34 %	5.79 %	5.99 %	4.20 %	4.23 %	4.17 %	3.78 %	4.16 %	4.46 %	4.20 %	5.34 %	4.16 %
Dividend payout ratio (1)	6	35.0 %	44.6 %	58.7 %	106.4 %	44.5 %	57.6 %	43.9 %	44.1 %	43.8 %	35.0 %	44.5 %	56.1 %	46.8 %
Adjusted dividend payout ratio (2)	7	34.6 %	43.9 %	57.3 %	102.2 %	43.8 %	42.3 %	43.2 %	43.3 %	43.0 %	34.6 %	43.8 %	54.9 %	43.0 %
<b>Share Information</b>														
Share price: high	8	\$102.38	\$84.61	\$78.38	\$102.62	\$104.75	\$99.08	\$106.43	\$106.51	\$100.04	\$102.38	\$104.75	\$104.75	\$106.51
low	9	\$78.82	\$72.97	\$61.05	\$55.76	\$97.51	\$88.24	\$97.45	\$95.84	\$86.25	\$78.82	\$97.51	\$55.76	\$86.25
close	10	\$95.12	\$79.33	\$73.28	\$70.77	\$100.93	\$97.50	\$98.80	\$105.82	\$96.18	\$95.12	\$100.93	\$79.33	\$97.50
Book value per share	11	\$77.76	\$77.40	\$76.60	\$77.99	\$73.21	\$71.54	\$70.88	\$69.99	\$67.37	\$77.76	\$73.21	\$77.40	\$71.54
Number of common shares outstanding: end of period	12	646.9	645.9	642.8	639.6	639.6	639.2	639.0	638.8	638.4	646.9	639.6	645.9	639.2
average basic	13	646.5	645.3	641.3	639.6	639.4	639.1	638.9	638.6	638.9	646.5	639.4	641.4	638.9
average diluted	14	647.4	645.8	641.7	640.2	640.8	640.4	640.4	640.3	640.4	647.4	640.8	642.1	640.4
Total market value of common shares	15	61,530	51,238	47,105	45,268	64,557	62,325	63,137	67,594	61,402	61,530	64,557	51,238	62,325
Market to book value ratio	16	1.22	1.02	0.96	0.91	1.38	1.36	1.39	1.51	1.43	1.22	1.38	1.02	1.36
Price to earnings multiple	17	11.6	10.5	10.5	9.4	11.5	11.3	10.5	11.2	10.7	11.6	11.5	10.5	11.3
Price to adjusted earnings multiple	18	11.4	10.3	9.5	8.6	10.6	10.3	10.6	11.4	10.5	11.4	10.6	10.3	10.3
Total shareholder return: twelve month	19	(1.0)%	(14.6)%	(22.2)%	(30.2)%	9.3 %	3.2 %	(0.5)%	12.7 %	(1.5)%	(1.0)%	9.3 %	(14.6)%	3.2 %
three-year average	20	2.2 %	(3.1)%	(4.3)%	(6.3)%	4.8 %	8.6 %	9.7 %	13.2 %	12.8 %	2.2 %	4.8 %	(3.1)%	8.6 %
<b>Additional Bank Information</b>														
Number of full-time equivalent employees: Canada	21	28,904	29,296	29,541	29,747	30,261	30,438	31,137	30,567	30,628	28,904	30,261	29,296	30,438
United States	22	12,355	12,492	12,861	13,124	13,408	13,487	13,583	13,605	13,683	12,355	13,408	12,492	13,487
Other	23	1,602	1,572	1,614	1,572	1,578	1,588	1,603	1,583	1,571	1,602	1,578	1,572	1,588
Total	24	42,861	43,360	44,016	44,443	45,247	45,513	46,323	45,755	45,882	42,861	45,247	43,360	45,513
Number of bank branches: Canada	25	877	877	884	887	891	891	893	899	908	877	891	877	891
United States	26	527	528	529	529	561	561	562	570	570	527	561	528	561
Other	27	4	4	4	4	4	4	4	4	4	4	4	4	4
Total	28	1,408	1,409	1,417	1,420	1,456	1,456	1,459	1,473	1,482	1,408	1,456	1,409	1,456
Number of automated banking machines: Canada	29	3,288	3,268	3,245	3,279	3,325	3,370	3,419	3,310	3,389	3,288	3,325	3,268	3,370
United States	30	1,550	1,552	1,572	1,567	1,595	1,597	1,594	1,436	1,440	1,550	1,595	1,552	1,597
Total	31	4,838	4,820	4,817	4,846	4,920	4,967	5,013	4,746	4,829	4,838	4,920	4,820	4,967
Long term deposits / legacy senior debt (3) : DBRS	32	AA	AA											
Fitch	33	AA	AA											
Moody's	34	Aa2	Aa2											
Standard and Poor's	35	A+	A+											
Senior debt (4) : DBRS	36	AA (low)	AA (low)											
Fitch	37	AA-	AA-											
Moody's	38	A2	A2											
Standard and Poor's	39	A-	A-											

**Other Statistical Information**

Prime rate: average Canadian	40	2.45 %	2.45 %	2.45 %	3.21 %	3.95 %	3.95 %	3.95 %	3.95 %	3.95 %	2.45 %	3.95 %	3.02 %	3.95 %
average U.S.	41	3.25 %	3.25 %	3.25 %	3.93 %	4.75 %	5.13 %	5.50 %	5.50 %	5.37 %	3.25 %	4.75 %	3.79 %	5.37 %
Exchange rate: as at Cdn/U.S. dollar	42	1.2800	1.3319	1.3386	1.3924	1.3235	1.3165	1.3198	1.3391	1.3131	1.2800	1.3235	1.3319	1.3165
average Cdn/U.S. dollar	43	1.2841	1.3217	1.3584	1.3811	1.3161	1.3240	1.3270	1.3299	1.3351	1.2841	1.3161	1.3441	1.3290

(1) Dividend payout ratio equals dividends declared per share divided by basic earnings per share.

(2) Adjusted dividend payout ratio equals dividends declared per share divided by adjusted basic earnings per share.

(3) Long term deposits / legacy senior debt includes: (a) Senior debt issued prior to September 23, 2018; and (b) Senior debt issued on or after September 23, 2018 which is excluded from the Bank Recapitalization (Bail-In) Regime.

(4) Subject to conversion under the Bank Recapitalization (Bail-In) Regime.



**TOTAL PERSONAL & COMMERCIAL BANKING**

**SUMMARY INCOME STATEMENT AND HIGHLIGHTS**

(\$ millions except as noted)

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	YTD 2021	YTD 2020	Fiscal 2020	Fiscal 2019
Net interest income (teb)	1	2,699	2,602	2,616	2,624	2,608	2,599	2,566	2,442	2,494	2,699	2,608	10,450	10,101
Non-interest revenue	2	810	761	745	780	830	839	841	787	794	810	830	3,116	3,261
Total revenue (teb)	3	3,509	3,363	3,361	3,404	3,438	3,438	3,407	3,229	3,288	3,509	3,438	13,566	13,362
Provision for credit losses on impaired loans	4	169	233	366	336	270	200	235	140	129	169	270	1,205	704
Provision for (recovery of) credit losses on performing loans	5	(53)	137	536	360	31	15	67	21	(3)	(53)	31	1,064	100
Total provision for credit losses	6	116	370	902	696	301	215	302	161	126	116	301	2,269	804
Non-interest expense	7	1,639	1,713	1,713	1,793	1,748	1,766	1,765	1,718	1,723	1,639	1,748	6,967	6,972
Income before taxes	8	1,754	1,280	746	915	1,389	1,457	1,340	1,350	1,439	1,754	1,389	4,330	5,586
Provision for income taxes (teb)	9	435	309	164	214	339	354	322	328	347	435	339	1,026	1,351
Net income	10	1,319	971	582	701	1,050	1,103	1,018	1,022	1,092	1,319	1,050	3,304	4,235
Adjusted net income	11	1,326	981	592	712	1,060	1,114	1,030	1,033	1,103	1,326	1,060	3,345	4,280
Return on equity (1)	12	20.5 %	14.7 %	8.5 %	10.5 %	16.2 %	17.7 %	16.4 %	17.6 %	18.3 %	20.5 %	16.2 %	12.4 %	17.5 %
Adjusted return on equity (1)	13	20.6 %	14.8 %	8.7 %	10.7 %	16.4 %	17.9 %	16.6 %	17.8 %	18.5 %	20.6 %	16.4 %	12.6 %	17.7 %
Net interest margin on average earning assets (teb)	14	2.95 %	2.86 %	2.82 %	2.86 %	2.91 %	2.92 %	2.94 %	2.96 %	2.99 %	2.95 %	2.91 %	2.86 %	2.95 %
Revenue growth	15	2.0 %	(2.2)%	(1.4)%	5.4 %	4.6 %	6.5 %	6.4 %	6.6 %	7.1 %	2.0 %	4.6 %	1.5 %	6.7 %
Non-interest expense growth	16	(6.2)%	(3.0)%	(2.9)%	4.3 %	1.5 %	4.0 %	3.9 %	6.6 %	5.1 %	(6.2)%	1.5 %	(0.1)%	4.9 %
Adjusted non-interest expense	17	1,630	1,699	1,700	1,778	1,735	1,751	1,750	1,704	1,708	1,630	1,735	6,912	6,913
Adjusted non-interest expense growth	18	(6.0)%	(2.9)%	(2.9)%	4.4 %	1.5 %	4.1 %	4.0 %	6.7 %	5.1 %	(6.0)%	1.5 %	(0.0)%	5.0 %
Efficiency ratio (teb)	19	46.7 %	50.9 %	51.0 %	52.7 %	50.8 %	51.4 %	51.8 %	53.2 %	52.4 %	46.7 %	50.8 %	51.4 %	52.2 %
Adjusted efficiency ratio (teb)	20	46.4 %	50.5 %	50.6 %	52.3 %	50.4 %	50.9 %	51.4 %	52.8 %	51.9 %	46.4 %	50.4 %	51.0 %	51.7 %
Operating leverage	21	8.2 %	0.8 %	1.5 %	1.1 %	3.1 %	2.5 %	2.5 %	0.0 %	2.0 %	8.2 %	3.1 %	1.6 %	1.8 %
Adjusted operating leverage	22	8.0 %	0.7 %	1.5 %	1.0 %	3.1 %	2.4 %	2.4 %	(0.1)%	2.0 %	8.0 %	3.1 %	1.5 %	1.7 %
Net income growth	23	25.6 %	(11.9)%	(42.8)%	(31.5)%	(3.8)%	5.1 %	1.3 %	9.1 %	14.0 %	25.6 %	(3.8)%	(22.0)%	7.3 %
Adjusted net income growth	24	25.0 %	(11.9)%	(42.4)%	(31.2)%	(3.9)%	5.0 %	1.2 %	9.0 %	13.9 %	25.0 %	(3.9)%	(21.8)%	7.1 %
Average common equity (1)	25	25,121	25,713	26,257	26,256	25,213	24,498	24,338	23,581	23,423	25,121	25,213	25,858	23,963
Average assets	26	385,380	384,928	392,643	397,433	381,636	376,532	369,046	360,090	351,318	385,380	381,636	389,115	364,281
Average earning assets	27	363,188	362,442	369,298	372,526	356,467	352,478	346,045	337,909	331,037	363,188	356,467	365,143	341,900
Average net loans and acceptances	28	368,430	367,857	375,420	379,838	364,948	360,933	353,617	344,397	336,522	368,430	364,948	371,974	348,904
Average gross loans and acceptances	29	371,073	370,537	377,828	381,807	366,696	362,612	355,222	345,971	338,084	371,073	366,696	374,176	350,509
Average deposits	30	358,772	357,974	357,162	326,411	306,155	293,977	283,924	276,391	272,960	358,772	306,155	336,983	281,858
Number of full-time equivalent employees	31	19,949	20,089	20,397	20,811	21,313	21,469	21,888	21,836	22,161	19,949	21,313	20,089	21,469

(1) Operating groups have been allocated capital at a consistent level in 2021, 2020, and 2019.

**CANADIAN P&C**

**SUMMARY INCOME STATEMENT AND HIGHLIGHTS**

(\$ millions except as noted)

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	YTD 2021	YTD 2020	Fiscal 2020	Fiscal 2019
Net interest income	1	1,608	1,544	1,509	1,495	1,557	1,543	1,500	1,407	1,435	1,608	1,557	6,105	5,885
Non-interest revenue	2	491	487	453	465	525	535	543	506	515	491	525	1,930	2,099
Total revenue	3	2,099	2,031	1,962	1,960	2,082	2,078	2,043	1,913	1,950	2,099	2,082	8,035	7,984
Provision for credit losses on impaired loans	4	149	180	257	212	138	134	174	122	114	149	138	787	544
Provision for (recovery of) credit losses on performing loans	5	(2)	11	313	285	14	11	30	16	6	(2)	14	623	63
Total provision for credit losses	6	147	191	570	497	152	145	204	138	120	147	152	1,410	607
Non-interest expense	7	954	968	961	976	987	975	962	943	956	954	987	3,892	3,836
Income before taxes	8	998	872	431	487	943	958	877	832	874	998	943	2,733	3,541
Provision for income taxes	9	261	225	112	125	244	248	227	216	226	261	244	706	917
Net income	10	737	647	319	362	699	710	650	616	648	737	699	2,027	2,624
Adjusted net income	11	737	648	319	363	699	710	651	616	649	737	699	2,029	2,626
Return on equity (1)	12	25.9 %	22.7 %	11.0 %	13.0 %	26.0 %	28.3 %	26.4 %	26.8 %	27.6 %	25.9 %	26.0 %	18.1 %	27.3 %
Adjusted return on equity (1)	13	25.9 %	22.7 %	11.0 %	13.0 %	26.0 %	28.3 %	26.4 %	26.8 %	27.6 %	25.9 %	26.0 %	18.1 %	27.3 %
Net interest margin on average earning assets	14	2.66 %	2.60 %	2.54 %	2.58 %	2.68 %	2.69 %	2.66 %	2.62 %	2.61 %	2.66 %	2.68 %	2.60 %	2.65 %
Revenue growth	15	0.7 %	(2.2)%	(4.0)%	2.4 %	6.9 %	7.1 %	5.9 %	5.0 %	2.8 %	0.7 %	6.9 %	0.6 %	5.2 %
Non-interest expense growth	16	(3.3)%	(0.8)%	(0.0)%	3.4 %	3.3 %	5.5 %	3.9 %	4.7 %	2.5 %	(3.3)%	3.3 %	1.4 %	4.1 %
Adjusted non-interest expense	17	954	967	961	975	987	975	961	943	955	954	987	3,890	3,834
Adjusted non-interest expense growth	18	(3.3)%	(0.8)%	0.0 %	3.4 %	3.3 %	5.5 %	3.9 %	4.7 %	2.5 %	(3.3)%	3.3 %	1.5 %	4.1 %
Efficiency ratio	19	45.4 %	47.6 %	49.0 %	49.8 %	47.4 %	47.0 %	47.1 %	49.3 %	49.0 %	45.4 %	47.4 %	48.4 %	48.1 %
Adjusted efficiency ratio	20	45.4 %	47.6 %	49.0 %	49.8 %	47.3 %	46.9 %	47.0 %	49.3 %	49.0 %	45.4 %	47.3 %	48.4 %	48.0 %
Operating leverage	21	4.0 %	(1.4)%	(4.0)%	(1.0)%	3.6 %	1.6 %	2.0 %	0.3 %	0.3 %	4.0 %	3.6 %	(0.8)%	1.1 %
Adjusted operating leverage	22	4.0 %	(1.4)%	(4.0)%	(1.0)%	3.6 %	1.6 %	2.0 %	0.3 %	0.3 %	4.0 %	3.6 %	(0.9)%	1.1 %
PCL on impaired loans to average net loans and acceptances	23	0.24 %	0.29 %	0.41 %	0.34 %	0.23 %	0.22 %	0.29 %	0.21 %	0.20 %	0.24 %	0.23 %	0.32 %	0.23 %
Net income growth	24	5.3 %	(8.8)%	(50.8)%	(41.4)%	7.9 %	5.1 %	1.2 %	4.8 %	0.3 %	5.3 %	7.9 %	(22.7)%	2.8 %
Adjusted net income growth	25	5.3 %	(8.9)%	(50.8)%	(41.4)%	7.9 %	5.1 %	1.2 %	4.8 %	0.3 %	5.3 %	7.9 %	(22.7)%	2.8 %
Average common equity (1)	26	11,146	11,165	11,156	10,970	10,558	9,872	9,701	9,350	9,249	11,146	10,558	10,963	9,545
Average assets	27	254,893	251,906	252,028	252,984	248,997	244,212	239,948	235,411	231,321	254,893	248,997	251,471	237,742
Average earning assets	28	239,777	236,550	236,143	235,852	231,286	227,124	223,817	220,355	217,683	239,777	231,286	234,953	222,260
Average net loans and acceptances	29	252,258	249,500	249,628	250,328	246,457	242,457	238,178	233,707	229,583	252,258	246,457	248,972	236,000
Average gross loans and acceptances: Residential mortgages	30	108,291	105,971	104,576	103,631	103,047	101,969	100,746	100,250	100,178	108,291	103,047	104,310	100,790
Consumer instalment and other personal	31	49,331	48,665	48,267	48,620	48,247	47,600	46,822	46,230	45,988	49,331	48,247	48,449	46,663
Credit cards (2)	32	8,252	8,388	8,169	8,885	9,440	9,255	9,143	8,604	8,792	8,252	9,440	8,720	8,951
Commercial	33	87,897	88,018	90,016	90,290	86,687	84,571	82,343	79,500	75,490	87,897	86,687	88,744	80,485
Total average gross loans and acceptances	34	253,771	251,042	251,028	251,426	247,421	243,395	239,054	234,584	230,448	253,771	247,421	250,223	236,889
Average deposits: Personal (3)	35	130,064	130,826	130,448	123,602	121,467	117,917	114,589	110,329	106,910	130,064	121,467	126,603	112,454
Commercial (3)	36	89,888	87,101	82,638	73,520	69,995	66,058	62,504	60,822	61,240	89,888	69,995	78,339	62,671
Total average deposits	37	219,952	217,927	213,086	197,122	191,462	183,975	177,093	171,151	168,150	219,952	191,462	204,942	175,125
Number of full-time equivalent employees	38	13,566	13,701	13,900	14,196	14,646	14,638	15,062	14,954	15,193	13,566	14,646	13,701	14,638

(1) Operating groups have been allocated capital at a consistent level in 2021, 2020, and 2019.

(2) Credit Cards include retail, small business and commercial cards.

(3) Prior periods have been reclassified to conform with the current period's presentation.







**CORPORATE SERVICES, INCLUDING TECHNOLOGY AND OPERATIONS**
**SUMMARY INCOME STATEMENT AND HIGHLIGHTS**

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	YTD 2021	YTD 2020	Fiscal 2020	Fiscal 2019
(\$ millions except as noted)														
Net interest income before Group teb offset	1	(86)	(39)	(161)	(95)	(69)	(89)	(49)	(57)	(47)	(86)	(69)	(364)	(242)
Group teb offset (1)	2	(77)	(78)	(101)	(78)	(78)	(77)	(74)	(78)	(67)	(77)	(78)	(335)	(296)
Net interest income	3	(163)	(117)	(262)	(173)	(147)	(166)	(123)	(135)	(114)	(163)	(147)	(699)	(538)
Non-interest revenue	4	78	53	78	92	62	69	62	41	66	78	62	285	238
Total revenue	5	(85)	(64)	(184)	(81)	(85)	(97)	(61)	(94)	(48)	(85)	(85)	(414)	(300)
Provision for (recovery of) credit losses on impaired loans	6	(1)	1	-	1	1	(2)	1	(1)	(5)	(1)	1	3	(7)
Provision for (recovery of) credit losses on performing loans	7	-	(8)	7	7	(6)	-	(5)	1	(1)	-	(6)	-	(5)
Total provision for (recovery of) credit losses	8	(1)	(7)	7	8	(5)	(2)	(4)	-	(6)	(1)	(5)	3	(12)
Non-interest expense	9	189	152	69	77	157	569	42	103	142	189	157	455	856
Loss before taxes	10	(273)	(209)	(260)	(166)	(237)	(664)	(99)	(197)	(184)	(273)	(237)	(872)	(1,144)
Recovery of income taxes (teb) before Group teb offset	11	(53)	(45)	(42)	(6)	(54)	(141)	-	(39)	(41)	(53)	(54)	(147)	(221)
Group teb offset (1)	12	(77)	(78)	(101)	(78)	(78)	(77)	(74)	(78)	(67)	(77)	(78)	(335)	(296)
Recovery of income taxes	13	(130)	(123)	(143)	(84)	(132)	(218)	(74)	(117)	(108)	(130)	(132)	(482)	(517)
Net loss	14	(143)	(86)	(117)	(82)	(105)	(446)	(25)	(80)	(76)	(143)	(105)	(390)	(627)
Adjusted net loss	15	(143)	(86)	(117)	(82)	(105)	(89)	(25)	(80)	(76)	(143)	(105)	(390)	(270)
Adjusted non-interest expense	16	189	152	69	77	157	85	42	103	142	189	157	455	372
Average common equity (2)	17	6,928	5,885	4,434	4,782	3,544	4,588	3,684	3,207	2,338	6,928	3,544	4,660	3,456
Average assets	18	163,234	164,587	159,682	122,971	105,404	93,157	82,734	75,761	89,609	163,234	105,404	138,244	85,394
Average deposits	19	83,097	84,675	94,488	92,474	89,139	88,700	85,993	85,013	82,259	83,097	89,139	90,182	85,495
Number of full-time equivalent employees	20	14,113	14,400	14,627	14,728	14,925	14,898	15,119	14,791	14,619	14,113	14,925	14,400	14,898

**U.S. Segment Information (\$CAD equivalent)**

Total revenue	21	(19)	(11)	(41)	(66)	(39)	(24)	-	(27)	2
Total provision for (recovery of) credit losses	22	(1)	-	2	4	(2)	(1)	-	-	(5)
Non-interest expense	23	63	25	11	23	71	171	9	31	42
Loss before taxes	24	(81)	(36)	(54)	(93)	(108)	(194)	(9)	(58)	(35)
Provision for (recovery of) income taxes (teb) before Group teb offset	25	(25)	(14)	(14)	(14)	(34)	(36)	6	(11)	(10)
Group teb offset (1)	26	(11)	(9)	(11)	(11)	(10)	(12)	(11)	(12)	(13)
Recovery of income taxes	27	(36)	(23)	(25)	(25)	(44)	(48)	(5)	(23)	(23)
Net loss	28	(45)	(13)	(29)	(68)	(64)	(146)	(4)	(35)	(12)
Adjusted net loss	29	(45)	(13)	(29)	(68)	(64)	(33)	(4)	(35)	(12)
Adjusted non-interest expense	30	63	25	11	23	71	18	9	31	42

(19)	(39)	(157)	(49)
(1)	(2)	4	(6)
63	71	130	253
(81)	(108)	(291)	(296)
(25)	(34)	(76)	(51)
(11)	(10)	(41)	(48)
(36)	(44)	(117)	(99)
(45)	(64)	(174)	(197)
(45)	(64)	(174)	(84)
63	71	130	100

**\$USD Equivalent**

Net interest income before Group teb offset	31	(33)	(18)	(58)	(47)	(43)	(47)	(27)	(23)	(16)
Group teb offset (1)	32	(9)	(8)	(7)	(8)	(8)	(9)	(8)	(9)	(10)
Net interest income	33	(42)	(26)	(65)	(55)	(51)	(56)	(35)	(32)	(26)
Non-interest revenue	34	28	17	35	6	23	39	33	13	27
Total revenue	35	(14)	(9)	(30)	(49)	(28)	(17)	(2)	(19)	1
Provision for (recovery of) credit losses on impaired loans	36	-	-	1	1	-	(1)	-	-	(3)
Provision for (recovery of) credit losses on performing loans	37	(1)	-	1	1	(1)	-	1	(1)	-
Total provision for (recovery of) credit losses	38	(1)	-	2	2	(1)	(1)	1	(1)	(3)
Non-interest expense	39	49	18	9	17	53	130	7	25	30
Loss before taxes	40	(62)	(27)	(41)	(68)	(80)	(146)	(10)	(43)	(26)
Provision for (recovery of) income taxes (teb) before Group teb offset	41	(17)	(9)	(14)	(11)	(23)	(27)	2	(8)	(7)
Group teb offset (1)	42	(9)	(8)	(7)	(8)	(8)	(9)	(8)	(9)	(10)
Recovery of income taxes	43	(26)	(17)	(21)	(19)	(31)	(36)	(6)	(17)	(17)
Net loss	44	(36)	(10)	(20)	(49)	(49)	(110)	(4)	(26)	(9)
Adjusted net loss	45	(36)	(10)	(20)	(49)	(49)	(24)	(4)	(26)	(9)
Adjusted non-interest expense	46	49	18	9	17	53	14	7	25	30
Average assets	47	57,023	52,594	50,535	39,576	37,988	34,968	30,961	28,479	30,911

(33)	(43)	(166)	(113)
(9)	(8)	(31)	(36)
(42)	(51)	(197)	(149)
28	23	81	112
(14)	(28)	(116)	(37)
-	-	2	(4)
(1)	(1)	1	-
(1)	(1)	3	(4)
49	53	97	192
(62)	(80)	(216)	(225)
(17)	(23)	(57)	(40)
(9)	(8)	(31)	(36)
(26)	(31)	(88)	(76)
(36)	(49)	(128)	(149)
(36)	(49)	(128)	(63)
49	53	97	76
57,023	37,988	45,203	31,353

(1) See Notes to Users: Taxable Equivalent Basis on page 1.

(2) Operating groups have been allocated capital at a consistent level in 2021, 2020, and 2019.

**NON-INTEREST REVENUE AND TRADING REVENUE**  
 (\$ millions except as noted)

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	YTD 2021	YTD 2020	Fiscal 2020	Fiscal 2019
<b>Non-Interest Revenue</b>														
Securities commissions and fees	1	285	247	260	277	252	262	259	254	248	285	252	1,036	1,023
Deposit and payment service charges	2	305	305	299	313	304	314	309	290	291	305	304	1,221	1,204
Trading revenues (losses)	3	212	23	68	(217)	141	(21)	115	111	93	212	141	15	298
Lending fees	4	356	339	309	322	325	313	314	288	277	356	325	1,295	1,192
Card fees	5	81	94	85	80	99	107	109	116	105	81	99	358	437
Investment management and custodial fees	6	482	466	455	430	456	449	444	426	428	482	456	1,807	1,747
Mutual fund revenue	7	374	355	348	348	366	359	357	356	347	374	366	1,417	1,419
Underwriting and advisory fees	8	258	259	287	239	285	221	260	250	244	258	285	1,070	975
Securities gains (losses), other than trading	9	102	40	31	(11)	64	68	90	42	49	102	64	124	249
Foreign exchange gains, other than trading	10	24	38	21	21	47	29	48	51	38	24	47	127	166
Insurance revenues (losses)	11	744	143	1,321	(166)	880	435	989	710	1,049	744	880	2,178	3,183
Investments in associates and joint ventures	12	56	49	52	34	26	39	31	52	29	56	26	161	151
Other	13	118	98	118	76	114	148	124	132	147	118	114	406	551
Total non-interest revenue	14	3,397	2,456	3,654	1,746	3,359	2,723	3,449	3,078	3,345	3,397	3,359	11,215	12,595
Total non-interest revenue, net of CCPB	15	2,796	2,456	2,465	1,943	2,643	2,388	2,562	2,517	2,419	2,796	2,643	9,507	9,886
Total non-interest revenue, net of adjusted CCPB	16	2,796	2,456	2,465	1,943	2,643	2,413	2,562	2,517	2,419	2,796	2,643	9,507	9,911
Insurance revenue, net of CCPB	17	143	143	132	31	164	100	102	149	123	143	164	470	474
Insurance revenue, net of adjusted CCPB	18	143	143	132	31	164	125	102	149	123	143	164	470	499
Non-interest revenue-to-total revenue, net of CCPB	19	43.9 %	41.0 %	41.1 %	35.6 %	43.8 %	41.5 %	44.3 %	44.5 %	43.3 %	43.9 %	43.8 %	40.5 %	43.4 %
<b>Interest and Non-Interest Trading Revenue (teb) (1)</b>														
Interest rates	20	366	291	474	185	249	203	122	294	81	366	249	1,199	700
Foreign exchange	21	109	87	111	166	110	102	99	89	111	109	110	474	401
Equities	22	228	153	79	(137)	179	89	184	73	180	228	179	274	526
Commodities	23	52	69	91	75	36	46	21	31	47	52	36	271	145
Other	24	4	6	2	32	(6)	(7)	(7)	10	10	4	(6)	34	6
Total (teb)	25	759	606	757	321	568	433	419	497	429	759	568	2,252	1,778
Teb offset	26	69	71	94	71	70	69	65	69	54	69	70	306	257
Total trading revenue	27	690	535	663	250	498	364	354	428	375	690	498	1,946	1,521
Reported as:														
Net interest income	28	547	583	689	538	427	454	304	386	336	547	427	2,237	1,480
Non-interest revenue - trading revenues (losses)	29	212	23	68	(217)	141	(21)	115	111	93	212	141	15	298
Total (teb)	30	759	606	757	321	568	433	419	497	429	759	568	2,252	1,778
Teb offset	31	69	71	94	71	70	69	65	69	54	69	70	306	257
Total trading revenue	32	690	535	663	250	498	364	354	428	375	690	498	1,946	1,521

(1) Trading revenues presented on a tax equivalent basis. See Notes to Users: Taxable Equivalent Basis on page 1.

Trading revenues include interest and other income earned on trading securities and other cash instruments held in trading portfolios, less internal and external funding costs associated with trading-related derivatives and cash instruments, and realized and unrealized gains and losses on trading securities, other cash instruments, derivatives and foreign exchange activities.

Interest rates includes Canadian and other government securities, corporate debt instruments and interest rate derivatives.

Foreign exchange includes foreign exchange spot and foreign exchange derivatives contracts from our wholesale banking business.

Equities includes institutional equities and equity derivatives.

Commodities includes commodity swaps, forwards, and options contracts.

Other includes the impact of hedging exposures in our structural balance sheet.

**NON-INTEREST EXPENSE**

	LINE	2021	2020	2020	2020	2020	2019	2019	2019	2019	YTD	YTD	Fiscal	Fiscal
(\$ millions except as noted)	#	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1	2021	2020	2020	2019

**Reported Non-Interest Expense**

Employee compensation														
Salaries	1	1,001	1,040	1,028	1,035	1,060	1,503	1,068	1,132	1,059	1,001	1,060	4,163	4,762
Performance-based compensation	2	793	651	677	573	731	641	632	618	719	793	731	2,632	2,610
Employee benefits	3	325	259	259	294	337	237	260	260	294	325	337	1,149	1,051
Total employee compensation	4	2,119	1,950	1,964	1,902	2,128	2,381	1,960	2,010	2,072	2,119	2,128	7,944	8,423
Premises and equipment (1)														
Rental of real estate	5	55	62	52	58	53	172	140	144	139	55	53	225	595
Premises, furniture and fixtures	6	188	199	195	192	185	37	54	101	91	188	185	771	283
Property taxes	7	12	8	11	13	10	8	10	9	10	12	10	42	37
Computer and equipment	8	549	585	527	543	509	542	530	513	488	549	509	2,164	2,073
Total premises and equipment	9	804	854	785	806	757	759	734	767	728	804	757	3,202	2,988
Amortization of intangible assets	10	156	159	154	156	151	148	135	138	133	156	151	620	554
Other expenses														
Travel and business development	11	66	88	57	118	121	134	142	143	126	66	121	384	545
Communications	12	64	71	71	83	79	72	72	78	74	64	79	304	296
Professional fees	13	136	159	135	128	133	165	141	141	121	136	133	555	568
Other	14	268	267	278	323	300	328	307	318	303	268	300	1,168	1,256
Total other expenses	15	534	585	541	652	633	699	662	680	624	534	633	2,411	2,665
Total reported non-interest expense	16	3,613	3,548	3,444	3,516	3,669	3,987	3,491	3,595	3,557	3,613	3,669	14,177	14,630

**Adjusted Non-Interest Expense (2)**

Employee compensation														
Salaries	17	999	1,038	1,026	1,033	1,060	1,055	1,067	1,131	1,057	999	1,060	4,157	4,310
Performance-based compensation	18	792	650	676	573	730	641	631	618	717	792	730	2,629	2,607
Employee benefits	19	325	259	259	294	337	237	260	260	294	325	337	1,149	1,051
Total employee compensation	20	2,116	1,947	1,961	1,900	2,127	1,933	1,958	2,009	2,068	2,116	2,127	7,935	7,968
Premises and equipment (1)														
Rental of real estate	21	55	62	52	58	53	143	140	144	139	55	53	225	566
Premises, furniture and fixtures	22	188	199	195	192	185	29	54	101	91	188	185	771	275
Property taxes	23	12	8	11	13	10	8	10	9	10	12	10	42	37
Computer and equipment	24	549	585	527	543	509	541	529	512	487	549	509	2,164	2,069
Total premises and equipment	25	804	854	785	806	757	721	733	766	727	804	757	3,202	2,947
Amortization of intangible assets	26	131	129	122	126	122	110	106	108	102	131	122	499	426
Other expenses														
Travel and business development	27	66	88	57	118	121	134	142	143	126	66	121	384	545
Communications	28	64	71	71	83	79	72	72	78	74	64	79	304	296
Professional fees	29	136	159	134	127	131	165	141	141	120	136	131	551	567
Other	30	268	267	277	323	300	328	307	318	303	268	300	1,167	1,256
Total other expenses	31	534	585	539	651	631	699	662	680	623	534	631	2,406	2,664
Total adjusted non-interest expense	32	3,585	3,515	3,407	3,483	3,637	3,463	3,459	3,563	3,520	3,585	3,637	14,042	14,005

(1) Effective the first quarter of 2020, the bank adopted IFRS 16. Prior periods have not been restated. Depreciation on the right-of-use asset has been recorded in premises, furniture and fixtures.

Previously most of our real estate leases were classified as operating leases with rent expense recorded in rental of real estate.

(2) Adjusted non-interest expense excludes acquisition-related costs (including integration of the acquired business), restructuring costs, and amortization of acquisition-related intangible assets.

**BALANCE SHEET**

(\$ millions)	LINE #	2021	2020	2020	2020	2020	2019	2019	2019	2019	INC/(DEC)
		Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1	VS LAST YEAR
<b>As At Balances</b>											
Cash and Cash Equivalents	1	73,091	57,408	76,590	71,593	45,742	48,803	38,938	35,839	40,470	27,349 59.8 %
Interest Bearing Deposits with Banks	2	8,376	9,035	8,364	7,687	7,148	7,987	6,899	7,518	7,609	1,228 17.2 %
Securities	3	233,190	234,260	227,905	213,908	211,459	189,438	191,725	191,226	188,476	21,731 10.3 %
Securities Borrowed or Purchased Under Resale Agreements	4	121,573	111,878	118,713	119,058	105,543	104,004	106,612	110,405	100,699	16,030 15.2 %
Loans											
Residential mortgages	5	128,170	127,024	125,481	125,534	124,441	123,740	122,054	120,778	120,039	3,729 3.0 %
Non-residential mortgages	6	16,316	16,741	16,826	16,927	15,926	15,731	15,541	15,287	14,455	390 2.5 %
Consumer instalment and other personal	7	70,780	70,148	69,168	69,818	68,629	67,736	65,989	64,454	63,241	2,151 3.1 %
Credit cards	8	7,342	7,889	7,947	7,672	8,763	8,859	8,749	8,467	8,187	(1,421) (16.2)%
Business and government (1)	9	232,436	228,921	231,313	252,750	215,918	212,768	207,879	206,451	193,476	16,518 7.7 %
Allowance for credit losses	10	455,044	450,723	450,735	472,701	433,677	428,834	420,212	415,437	399,398	21,367 4.9 %
Total net loans	11	(3,188)	(3,303)	(3,251)	(2,776)	(2,023)	(1,850)	(1,802)	(1,710)	(1,628)	(1,165) (57.6)%
Total net loans	12	451,856	447,420	447,484	469,925	431,654	426,984	418,410	413,727	397,770	20,202 4.7 %
Other Assets											
Derivative instruments	13	34,054	36,815	38,796	41,150	22,035	22,144	22,200	20,627	21,633	12,019 54.5 %
Customers' liability under acceptances	14	11,878	13,493	18,032	22,473	24,362	23,593	24,741	21,702	21,529	(12,484) (51.2)%
Premises and equipment	15	4,202	4,183	3,881	3,973	3,957	2,055	1,989	1,983	1,971	245 6.2 %
Goodwill	16	6,365	6,535	6,566	6,785	6,396	6,340	6,329	6,500	6,388	(31) (0.5)%
Intangible assets	17	2,388	2,442	2,470	2,526	2,430	2,424	2,319	2,331	2,285	(42) (1.7)%
Other (1)	18	26,238	25,792	24,707	27,989	18,994	18,423	19,018	18,612	17,767	7,244 38.1 %
Total Assets	19	973,211	949,261	973,508	987,067	879,720	852,195	839,180	830,470	806,597	93,491 10.6 %
Deposits											
Banks	20	34,646	38,825	41,899	36,888	27,930	23,816	29,320	30,299	30,846	6,716 24.0 %
Business and government	21	420,261	400,679	397,705	397,350	348,385	343,157	326,982	324,763	314,429	71,876 20.6 %
Individuals	22	217,593	219,530	220,996	219,472	205,973	201,170	197,081	193,775	186,924	11,620 5.6 %
Total deposits	23	672,500	659,034	660,600	653,710	582,288	568,143	553,383	548,837	532,199	90,212 15.5 %
Other Liabilities											
Derivative instruments	24	29,430	30,375	39,859	45,909	23,231	23,598	23,613	21,549	23,188	6,199 26.7 %
Acceptances	25	11,878	13,493	18,032	22,473	24,362	23,593	24,741	21,702	21,529	(12,484) (51.2)%
Securities sold but not yet purchased	26	34,164	29,376	30,579	30,212	27,562	26,253	27,375	32,023	30,407	6,602 24.0 %
Securities lent or sold under repurchase agreements	27	99,892	88,658	99,854	105,943	100,008	86,656	89,829	87,039	87,783	(116) (0.1)%
Securitization and structured entities' liabilities	28	25,610	26,889	27,461	27,888	27,037	27,159	25,544	25,621	23,969	(1,427) (5.3)%
Other	29	36,313	36,427	34,023	38,354	36,033	38,722	37,176	37,351	33,353	280 0.8 %
Subordinated Debt	30	7,276	8,416	8,513	7,344	7,023	6,995	6,876	6,953	6,820	253 3.6 %
Preferred shares and other equity instruments	31	5,848	6,598	5,348	5,348	5,348	5,348	5,348	4,690	4,340	500 9.3 %
Common shares	32	13,501	13,430	13,200	13,000	12,998	12,971	12,958	12,939	12,914	503 3.9 %
Contributed surplus	33	309	302	302	301	303	303	303	307	308	6 1.9 %
Retained earnings	34	32,012	30,745	29,902	29,426	29,510	28,725	28,241	27,405	26,599	2,502 8.5 %
Accumulated other comprehensive income	35	4,478	5,518	5,835	7,159	4,017	3,729	3,793	4,054	3,188	461 11.5 %
Total Equity	36	56,148	56,593	54,587	55,234	52,176	51,076	50,643	49,395	47,349	3,972 7.6 %
Total Liabilities and Equity	37	973,211	949,261	973,508	987,067	879,720	852,195	839,180	830,470	806,597	93,491 10.6 %

(1) Prior periods have been reclassified to conform with the current period's presentation.

**BALANCE SHEET**

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	YTD 2021	YTD 2020	INC/ (DEC)
(\$ millions)													
<b>Average Daily Balances</b>													
Cash Resources	1	81,969	77,585	82,997	65,365	60,989	51,448	44,832	45,998	54,657	81,969	60,989	34.4 %
Securities	2	244,492	232,465	223,170	211,160	208,678	194,793	191,946	191,671	190,032	244,492	208,678	17.2 %
Securities Borrowed or Purchased Under Resale Agreements	3	114,320	113,505	114,979	110,501	103,288	104,770	108,543	104,636	102,106	114,320	103,288	10.7 %
Loans													
Residential mortgages	4	127,343	125,729	125,227	124,984	123,930	122,777	121,014	119,977	119,862	127,343	123,930	2.8 %
Non-residential mortgages	5	16,361	16,667	16,816	16,499	15,778	15,726	15,476	14,835	14,243	16,361	15,778	3.7 %
Consumer instalment and other personal	6	70,149	69,428	69,250	69,685	68,210	66,905	65,063	63,681	63,368	70,149	68,210	2.8 %
Credit cards	7	7,857	7,985	7,847	8,475	9,018	8,871	8,748	8,257	8,455	7,857	9,018	(12.9) %
Business and government (1)	8	227,428	229,484	239,821	237,597	214,545	212,465	207,297	200,436	191,540	227,428	214,545	6.0 %
Allowance for credit losses	9	449,138	449,293	458,961	457,240	431,481	426,744	417,598	407,186	397,468	449,138	431,481	4.1 %
	10	(3,262)	(3,302)	(2,978)	(2,307)	(1,944)	(1,827)	(1,743)	(1,689)	(1,663)	(3,262)	(1,944)	(67.8) %
Total net loans	11	445,876	445,991	455,983	454,933	429,537	424,917	415,855	405,497	395,805	445,876	429,537	3.8 %
Other Assets													
Derivative instruments	12	40,812	38,895	38,260	40,310	21,512	24,179	22,606	21,463	25,926	40,812	21,512	89.7 %
Customers' liability under acceptances	13	12,470	15,035	19,335	23,037	23,933	24,485	23,431	22,881	19,651	12,470	23,933	(47.9) %
Other (1)	14	40,969	39,623	43,040	41,129	34,652	29,872	29,750	28,830	32,029	40,969	34,652	18.2 %
Total Assets	15	980,908	963,099	977,764	946,435	882,589	854,464	836,963	820,976	820,206	980,908	882,589	11.1 %
Deposits													
Banks	16	40,807	41,533	39,412	29,691	27,544	25,904	28,187	31,327	32,402	40,807	27,544	48.2 %
Business and government	17	416,286	399,316	397,755	375,465	353,033	337,263	323,907	313,821	326,516	416,286	353,033	17.9 %
Individuals	18	216,268	218,560	220,097	210,762	202,949	198,362	194,416	190,293	184,304	216,268	202,949	6.6 %
Total deposits	19	673,361	659,409	657,264	615,918	583,526	561,529	546,510	535,441	543,222	673,361	583,526	15.4 %
Other Liabilities													
Derivative instruments	20	37,312	34,979	41,601	42,851	23,451	26,094	24,610	22,948	25,652	37,312	23,451	59.1 %
Acceptances	21	12,470	15,035	19,335	23,037	23,933	24,485	23,431	22,881	19,651	12,470	23,933	(47.9) %
Securities sold but not yet purchased	22	31,444	31,145	32,772	30,483	28,032	28,794	30,890	31,638	32,190	31,444	28,032	12.2 %
Securities lent or sold under repurchase agreements	23	99,106	96,354	100,731	102,843	99,032	88,752	91,813	94,298	88,579	99,106	99,032	0.1 %
Securitization and structured entities' liabilities	24	26,473	27,467	28,058	27,792	27,157	25,799	25,470	24,127	24,077	26,473	27,157	(2.5) %
Other	25	37,306	34,985	35,527	42,159	39,484	40,978	37,735	34,801	33,233	37,306	39,484	(5.5) %
Subordinated Debt	26	7,744	8,432	7,908	7,244	6,977	6,883	6,911	6,901	6,839	7,744	6,977	11.0 %
Equity	27	55,692	55,293	54,568	54,108	50,997	51,150	49,593	47,941	46,763	55,692	50,997	9.2 %
Total Liabilities and Equity	28	980,908	963,099	977,764	946,435	882,589	854,464	836,963	820,976	820,206	980,908	882,589	11.1 %

(1) Prior periods have been reclassified to conform with the current period's presentation.

**STATEMENT OF COMPREHENSIVE INCOME**

(\$ millions)	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	YTD 2021	YTD 2020	Fiscal 2020	Fiscal 2019
Net Income	1	2,017	1,584	1,232	689	1,592	1,194	1,557	1,497	1,510	2,017	1,592	5,097	5,758
Other Comprehensive Income (Loss), net of taxes														
Items that may subsequently be reclassified to net income														
Net change in unrealized gains (losses) on fair value through other comprehensive income (OCI) debt securities														
Unrealized gains (losses) on fair value through OCI debt securities arising during the period	2	57	(11)	141	170	110	67	112	46	187	57	110	410	412
Reclassification to earnings of (gains) in the period	3	(9)	(7)	(18)	(36)	(20)	(29)	(14)	(15)	(14)	(9)	(20)	(81)	(72)
	4	48	(18)	123	134	90	38	98	31	173	48	90	329	340
Net change in unrealized gains (losses) on cash flow hedges														
Gains (losses) on derivatives designated as cash flow hedges arising during the period	5	(131)	(160)	83	1,380	210	(36)	290	433	757	(131)	210	1,513	1,444
Reclassification to earnings of (gains) losses on derivatives designated as cash flow hedges in the period	6	(77)	(55)	(37)	21	24	21	36	49	37	(77)	24	(47)	143
	7	(208)	(215)	46	1,401	234	(15)	326	482	794	(208)	234	1,466	1,587
Net gains (losses) on translation of net foreign operations														
Unrealized gains (losses) on translation of net foreign operations	8	(1,131)	(143)	(1,180)	1,487	209	35	(577)	556	(25)	(1,131)	209	373	(11)
Unrealized gains (losses) on hedges of net foreign operations	9	221	49	206	(304)	(47)	(17)	94	(103)	13	221	(47)	(96)	(13)
	10	(910)	(94)	(974)	1,183	162	18	(483)	453	(12)	(910)	162	277	(24)
Items that will not be reclassified to net income														
Gains (losses) on remeasurement of pension and other employee future benefit plans	11	275	(11)	(189)	73	(128)	(169)	(233)	(2)	(148)	275	(128)	(255)	(552)
Gains (losses) on remeasurement of own credit risk on financial liabilities designated at fair value	12	(245)	21	(330)	351	(70)	63	31	(98)	79	(245)	(70)	(28)	75
Unrealized gains on fair value through OCI equity securities arising during the period	13	-	-	-	-	-	1	-	-	-	-	-	1	-
	14	30	10	(519)	424	(198)	(105)	(202)	(100)	(69)	30	(198)	(283)	(476)
Other Comprehensive Income (Loss), net of taxes	15	(1,040)	(317)	(1,324)	3,142	288	(64)	(261)	866	886	(1,040)	288	1,789	1,427
Total Comprehensive Income (Loss)	16	977	1,267	(92)	3,831	1,880	1,130	1,296	2,363	2,396	977	1,880	6,886	7,185

## STATEMENT OF CHANGES IN EQUITY

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	YTD 2021	YTD 2020	Fiscal 2020	Fiscal 2019
		(\$ millions)												
Preferred Shares and Other Equity Instruments														
Balance at beginning of period	1	6,598	5,348	5,348	5,348	5,348	5,348	4,690	4,340	4,340	6,598	5,348	5,348	4,340
Issued during the period	2	-	1,250	-	-	-	-	658	350	-	-	-	1,250	1,008
Redeemed during the period	3	(750)	-	-	-	-	-	-	-	-	(750)	-	-	-
Balance at End of Period	4	5,848	6,598	5,348	5,348	5,348	5,348	5,348	4,690	4,340	5,848	5,348	6,598	5,348
Common Shares														
Balance at beginning of period	5	13,430	13,200	13,000	12,998	12,971	12,958	12,939	12,914	12,929	13,430	12,971	12,971	12,929
Issued under the Shareholder Dividend Reinvestment and Share Purchase Plan	6	-	257	214	-	-	-	-	-	-	-	471	-	-
Issued under the Stock Option Plan	7	27	10	1	2	27	13	19	25	5	27	27	40	62
Treasury shares or repurchase of common shares for cancellation	8	44	(37)	(15)	-	-	-	-	-	(20)	44	-	(52)	(20)
Balance at End of Period	9	13,501	13,430	13,200	13,000	12,998	12,971	12,958	12,939	12,914	13,501	12,998	13,430	12,971
Contributed Surplus														
Balance at beginning of period	10	302	302	301	303	303	303	307	308	300	302	303	303	300
Stock option expense, net of options exercised	11	5	-	1	(2)	-	(1)	(3)	-	4	5	-	(1)	-
Other	12	2	-	-	-	-	-	1	(1)	4	2	-	-	3
Balance at End of Period	13	309	302	302	301	303	303	303	307	308	309	303	302	303
Retained Earnings														
Balance at beginning of period	14	30,745	29,902	29,426	29,510	28,725	28,241	27,405	26,599	25,850	30,745	28,725	28,725	25,850
Impact from adopting IFRS 16	15	-	-	-	-	(59)	-	-	-	-	-	(59)	(59)	-
Net income	16	2,017	1,584	1,232	689	1,592	1,194	1,557	1,497	1,510	2,017	1,592	5,097	5,758
Dividends on preferred shares and distributions payable on other equity instruments	17	(56)	(52)	(73)	(52)	(70)	(52)	(59)	(48)	(52)	(56)	(70)	(247)	(211)
Dividends on common shares	18	(686)	(685)	(682)	(678)	(678)	(658)	(658)	(639)	(639)	(686)	(678)	(2,723)	(2,594)
Equity issue expense and premium paid on redemption of preferred shares	19	(6)	(3)	-	-	-	-	(4)	(4)	-	(6)	-	(3)	(8)
Common shares repurchased for cancellation	20	-	-	-	-	-	-	-	-	(70)	-	-	-	(70)
Net discount on sale of treasury shares	21	(2)	(1)	(1)	(43)	-	-	-	-	-	(2)	-	(45)	-
Balance at End of Period	22	32,012	30,745	29,902	29,426	29,510	28,725	28,241	27,405	26,599	32,012	29,510	30,745	28,725
Accumulated Other Comprehensive Income (Loss) on Fair Value through OCI Securities, net of taxes														
Balance at beginning of period	23	355	373	250	116	26	(13)	(111)	(142)	(315)	355	26	26	(315)
Unrealized gains (losses) on fair value through OCI debt securities arising during the period	24	57	(11)	141	170	110	67	112	46	187	57	110	410	412
Unrealized gains on fair value through OCI equity securities arising during the period	25	-	-	-	-	-	1	-	-	-	-	-	-	1
Reclassification to earnings of (gains) during the period	26	(9)	(7)	(18)	(36)	(20)	(29)	(14)	(15)	(14)	(9)	(20)	(81)	(72)
Balance at End of Period	27	403	355	373	250	116	26	(13)	(111)	(142)	403	116	355	26
Accumulated Other Comprehensive Income (Loss) on Cash Flow Hedges, net of taxes														
Balance at beginning of period	28	1,979	2,194	2,148	747	513	528	202	(280)	(1,074)	1,979	513	513	(1,074)
Gains (losses) on derivatives designated as cash flow hedges arising during the period	29	(131)	(160)	83	1,380	210	(36)	290	433	757	(131)	210	1,513	1,444
Reclassification to earnings of (gains) losses on derivatives designated as cash flow hedges in the period	30	(77)	(55)	(37)	21	24	21	36	49	37	(77)	24	(47)	143
Balance at End of Period	31	1,771	1,979	2,194	2,148	747	513	528	202	(280)	1,771	747	1,979	513
Accumulated Other Comprehensive Income on Translation of Net Foreign Operations, net of taxes														
Balance at beginning of period	32	3,980	4,074	5,048	3,865	3,703	3,685	4,168	3,715	3,727	3,980	3,703	3,703	3,727
Unrealized gains (losses) on translation of net foreign operations	33	(1,131)	(143)	(1,180)	1,487	209	35	(577)	556	(25)	(1,131)	209	373	(11)
Unrealized gains (losses) on hedges of net foreign operations	34	221	49	206	(304)	(47)	(17)	94	(103)	13	221	(47)	(96)	(13)
Balance at End of Period	35	3,070	3,980	4,074	5,048	3,865	3,703	3,685	4,168	3,715	3,070	3,865	3,980	3,703
Accumulated Other Comprehensive Income (Loss) on Pension and Other Employee Future Benefit Plans, net of taxes														
Balance at beginning of period	36	(638)	(627)	(438)	(511)	(383)	(214)	19	21	169	(638)	(383)	(383)	169
Gains (losses) on remeasurement of pension and other employee future benefit plans	37	275	(11)	(189)	73	(128)	(169)	(233)	(2)	(148)	275	(128)	(255)	(552)
Balance at End of Period	38	(363)	(638)	(627)	(438)	(511)	(383)	(214)	19	21	(363)	(511)	(638)	(383)
Accumulated Other Comprehensive Income (Loss) on Own Credit Risk on Financial Liabilities Designated at Fair Value, net of taxes														
Balance at beginning of period	39	(158)	(179)	151	(200)	(130)	(193)	(224)	(126)	(205)	(158)	(130)	(130)	(205)
Gains (losses) on remeasurement of own credit risk on financial liabilities designated at fair value	40	(245)	21	(330)	351	(70)	63	31	(98)	79	(245)	(70)	(28)	75
Balance at End of Period	41	(403)	(158)	(179)	151	(200)	(130)	(193)	(224)	(126)	(403)	(200)	(158)	(130)
Total Accumulated Other Comprehensive Income	42	4,478	5,518	5,835	7,159	4,017	3,729	3,793	4,054	3,188	4,478	4,017	5,518	3,729
Total Equity	43	56,148	56,593	54,587	55,234	52,176	51,076	50,643	49,395	47,349	56,148	52,176	56,593	51,076

**GOODWILL AND  
INTANGIBLE ASSETS**  
(\$ millions)

	LINE #	November 1 2020	Additions (disposals) (1)				Amortization				Foreign exchange and other (2)				January 31 2021
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
<b>Intangible Assets</b>															
Customer relationships	1	151	-	-	-	-	(11)	-	-	-	(5)	-	-	-	135
Core deposits	2	29	-	-	-	-	(7)	-	-	-	(1)	-	-	-	21
Branch distribution networks	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Software - amortizing	4	1,735	159	-	-	-	(128)	-	-	-	(17)	-	-	-	1,749
Software under development	5	280	(45)	-	-	-	-	-	-	-	(3)	-	-	-	232
Other	6	247	10	-	-	-	(10)	-	-	-	4	-	-	-	251
Total Intangible Assets	7	2,442	124	-	-	-	(156)	-	-	-	(22)	-	-	-	2,388
Total Goodwill	8	6,535	-	-	-	-	-	-	-	-	(170)	-	-	-	6,365

(1) Net additions (disposals) include intangible assets acquired through acquisitions and assets acquired through the normal course of operations.

(2) Other changes in goodwill and intangible assets include the foreign exchange effects on intangible assets and goodwill denominated in foreign currency, purchase accounting adjustments and certain other reclassifications.

UNREALIZED GAINS (LOSSES) ON FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME SECURITIES (3) (\$ millions)	Fair Value										Unrealized Gains (Losses)			
	2021		2020		2021		2020		2020		2019		2019	
	Q1	Q4	Q1	Q4	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1	Q1
Issued or guaranteed by:														
Canadian governments	9	24,311	27,197	319	329	393	401	185	173	159	135	53		
U.S. governments	10	21,656	22,970	664	957	1,200	1,112	857	682	499	163	(45)		
Other governments	11	8,346	7,381	147	159	201	208	177	156	126	75	38		
National Housing Act (NHA) mortgage-backed securities (MBS)	12	1,838	1,629	38	46	49	52	17	17	23	20	8		
U.S. agency MBS and collateralized mortgage obligations (CMO)	13	11,348	10,903	286	303	332	331	114	64	(22)	(183)	(249)		
Corporate debt	14	2,977	3,234	79	81	128	127	116	108	96	51	22		
Corporate equity	15	98	93	3	3	2	2	2	2	-	-	-		
Total	16	70,574	73,407	1,536	1,878	2,305	2,233	1,468	1,202	881	261	(173)		

(3) Unrealized gains (losses) may be offset by related (losses) gains on hedge contracts.

ASSETS UNDER ADMINISTRATION AND MANAGEMENT (\$ millions)	2021		2020		2020		2020		2019		2019		2019	
	Q1	Q4	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1	Q2	Q1	Q1
<b>Assets Under Administration (4)</b>														

Institutional (5)	17	349,613	366,195	384,292	397,292	344,485	353,195	341,121	331,797	321,407				
Personal	18	281,770	255,184	255,306	253,128	259,655	247,833	247,346	250,807	239,900				
Mutual Funds	19	34,785	31,940	32,122	29,708	32,366	31,165	31,142	31,038	29,298				
Total	20	666,168	653,319	671,720	680,128	636,506	632,193	619,609	613,642	590,605				

Institutional	21	188,978	178,591	191,870	173,759	172,615	165,778	166,933	167,103	157,523				
Personal	22	163,969	151,165	151,999	144,692	152,758	156,415	154,130	153,660	144,481				
Mutual Funds	23	165,779	152,798	154,151	145,715	156,895	148,967	143,648	144,705	136,536				
Total	24	518,726	482,554	498,020	464,166	482,268	471,160	464,711	465,468	438,540				

(4) We have certain assets under management that are also administered by us and included in assets under administration.

(5) Amounts include securitized residential mortgages, including replacement pools, securitized real estate secured lines of credit and securitized credit cards.

**CREDIT RISK FINANCIAL MEASURES (1)**

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	YTD 2021	YTD 2020	Fiscal 2020	Fiscal 2019
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**Diversification Ratios**
**Gross Loans And Acceptances**

Consumer	1	44.2 %	44.2 %	43.2 %	41.0 %	44.1 %	44.3 %	44.2 %	44.3 %	45.5 %
Business and government	2	55.8 %	55.8 %	56.8 %	59.0 %	55.9 %	55.7 %	55.8 %	55.7 %	54.5 %
Canada	3	62.5 %	62.5 %	61.5 %	58.9 %	62.2 %	62.4 %	62.8 %	62.4 %	63.4 %
United States	4	35.1 %	34.9 %	35.8 %	38.5 %	35.3 %	35.2 %	34.8 %	35.1 %	34.0 %
Other Countries	5	2.4 %	2.6 %	2.7 %	2.6 %	2.5 %	2.4 %	2.4 %	2.5 %	2.6 %

**Coverage Ratios**

Allowance for Credit Losses (ACL) on Impaired Loans to Gross Impaired Loans and Acceptances (GIL) (2)														
Total	6	19.8 %	20.0 %	16.3 %	20.0 %	21.6 %	17.6 %	18.4 %	17.3 %	18.3 %	19.8 %	21.6 %	20.0 %	17.6 %
Consumer	7	13.5 %	16.2 %	16.7 %	16.8 %	16.5 %	17.3 %	16.5 %	15.6 %	17.2 %	13.5 %	16.5 %	16.2 %	17.3 %
Business and government	8	21.8 %	21.0 %	16.2 %	20.9 %	23.8 %	17.7 %	19.5 %	18.5 %	19.2 %	21.8 %	23.8 %	21.0 %	17.7 %
Net write-offs to average loans and acceptances (Annualized) (3)	9	0.17 %	0.26 %	0.32 %	0.25 %	0.14 %	0.17 %	0.16 %	0.10 %	0.10 %	0.17 %	0.14 %	0.24 %	0.13 %

**Condition Ratios**

GIL to Gross Loans and Acceptances (2)	10	0.74 %	0.78 %	0.94 %	0.74 %	0.62 %	0.58 %	0.55 %	0.53 %	0.48 %
Net Impaired Loans and Acceptances (NIL) to Net Loans and Acceptances (2) (3) (4)	11	0.60 %	0.63 %	0.79 %	0.59 %	0.49 %	0.48 %	0.45 %	0.44 %	0.39 %
NIL to segmented Net Loans and Acceptances (2) (3) (4)										
Consumer	12	0.35 %	0.31 %	0.36 %	0.35 %	0.36 %	0.36 %	0.39 %	0.41 %	0.39 %
Business and government	13	0.78 %	0.88 %	1.12 %	0.76 %	0.58 %	0.57 %	0.49 %	0.47 %	0.40 %
Canada	14	0.41 %	0.36 %	0.39 %	0.36 %	0.27 %	0.25 %	0.23 %	0.22 %	0.21 %
United States	15	0.92 %	1.12 %	1.51 %	0.96 %	0.87 %	0.92 %	0.87 %	0.87 %	0.77 %
Other Countries	16	0.53 %	0.58 %	0.47 %	0.46 %	0.53 %	0.00 %	0.00 %	0.00 %	0.00 %

**Consumer Loans (Canada)**
**90 Days & Over Delinquency Ratios**

Consumer instalment and other personal	17	0.30 %	0.29 %	0.39 %	0.41 %	0.40 %	0.43 %	0.47 %	0.46 %	0.42 %
Credit Cards (5)	18	0.97 %	0.75 %	0.87 %	1.08 %	0.88 %	0.86 %	0.96 %	1.02 %	0.90 %
Mortgages	19	0.23 %	0.20 %	0.23 %	0.23 %	0.22 %	0.21 %	0.22 %	0.24 %	0.21 %
Total Consumer	20	0.28 %	0.25 %	0.31 %	0.32 %	0.30 %	0.31 %	0.34 %	0.34 %	0.31 %

**Consumer Loans (U.S.)**
**90 Days & Over Delinquency Ratios**

Consumer instalment and other personal	21	0.39 %	0.43 %	0.44 %	0.49 %	0.64 %	0.72 %	0.82 %	0.95 %	1.14 %
Credit Cards (5)	22	1.25 %	1.03 %	1.11 %	1.36 %	1.18 %	1.12 %	0.96 %	1.02 %	1.11 %
Mortgages	23	1.14 %	0.91 %	0.64 %	0.58 %	0.68 %	0.58 %	0.62 %	0.65 %	0.64 %
Total Consumer	24	0.71 %	0.64 %	0.54 %	0.55 %	0.67 %	0.66 %	0.72 %	0.80 %	0.88 %

**Consumer Loans (Consolidated)**
**90 Days & Over Delinquency Ratios**

Consumer instalment and other personal	25	0.31 %	0.32 %	0.40 %	0.43 %	0.44 %	0.48 %	0.53 %	0.54 %	0.53 %
Credit Cards (5)	26	0.99 %	0.76 %	0.89 %	1.10 %	0.90 %	0.88 %	0.96 %	1.02 %	0.91 %
Mortgages	27	0.29 %	0.25 %	0.27 %	0.26 %	0.26 %	0.24 %	0.26 %	0.28 %	0.25 %
Total Consumer	28	0.32 %	0.29 %	0.34 %	0.35 %	0.35 %	0.38 %	0.40 %	0.37 %	

(1) Segmented credit information by geographic area is based upon the country of ultimate risk.

(2) Gross impaired loans and net impaired loans exclude purchased credit impaired loans.

(3) Aggregate Net Loans and Acceptances balances are net of allowance for credit losses on performing and impaired loans (excluding those related to off-balance sheet instruments). The Consumer and Business and government Net Loans and Acceptances balances are stated net of allowance for credit losses on impaired loans (excluding those related to off-balance sheet instruments) only.

(4) Net impaired loan balances are net of allowance for credit losses on impaired loans, excluding those related to off-balance sheet instruments.

(5) Excludes small business and Corporate credit cards.



**WRITE-OFFS BY INDUSTRY**

(\$ millions)	LINE	2021	2020	2020	2020	2020	2019	2019	2019	2019	YTD	YTD	Fiscal	Fiscal
	#	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1	2021	2020	2020	2019
Consumer Write-Offs	1	136		150	164	176	174	168	177	155	136		664	664
Business and Government														
Commercial real estate	2	2	1	1	1	1	4	1	1	-	2	1	4	6
Construction (non-real estate)	3	5	20	16	26	1	4	5	1	-	5	1	63	10
Retail trade	4	1	4	27	2	1	2	1	1	1	1	1	34	5
Wholesale trade	5	1	11	5	20	1	12	2	11	-	1	1	37	25
Agriculture	6	2	1	3	1	-	1	1	3	6	2	-	5	11
Communications	7	-	-	-	-	1	-	-	-	-	-	1	1	-
Financing products	8	-	-	-	-	-	-	-	-	-	-	-	-	-
Manufacturing	9	22	7	49	30	-	1	1	4	4	22	-	86	10
Mining	10	-	-	-	-	-	-	-	-	-	-	-	-	-
Oil and Gas	11	25	77	66	4	1	-	11	-	-	25	1	148	11
Transportation	12	11	23	30	35	25	24	16	14	12	11	25	113	66
Utilities	13	-	1	-	-	-	1	-	-	-	-	-	1	1
Forest Products	14	-	-	1	-	-	-	-	-	-	-	-	1	-
Service industries	15	38	45	96	51	3	20	5	1	2	38	3	195	28
Financial	16	-	-	-	-	-	3	-	-	-	-	-	-	3
Governments	17	1	-	-	-	-	-	-	-	-	1	-	-	-
Other	18	3	10	6	5	7	8	9	4	6	3	7	28	27
Total Business and Government	19	111	200	300	175	41	80	52	40	31	111	41	716	203
Total Write-Offs	20	247	350	464	351	215	248	229	195	195	247	215	1,380	867

**WRITE-OFFS BY GEOGRAPHIC REGION (1)**

(\$ millions)	2021	2020	2020	2020	2020	2019	2019	2019	2019	YTD	YTD	Fiscal	Fiscal	
	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1	2021	2020	2020	2019	
Canada	21	138	220	241	160	154	154	158	138	145	138	154	775	595
United States	22	109	130	223	191	61	94	71	57	50	109	61	605	272
Other Countries	23	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	24	247	350	464	351	215	248	229	195	195	247	215	1,380	867

(1) Segmented credit information by geographic area is based upon the country of ultimate risk.

**GROSS LOANS AND ACCEPTANCES  
BY PRODUCT AND INDUSTRY**

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	MIX Q1
(\$ millions)											
Consumer											
Residential mortgages	1	128,170	127,024	125,481	125,534	124,441	123,740	122,054	120,778	120,039	27.4 %
Consumer instalment and other personal	2	70,780	70,148	69,168	69,818	68,629	67,736	65,989	64,454	63,241	15.2 %
Credit cards	3	7,342	7,889	7,947	7,672	8,763	8,859	8,749	8,467	8,187	1.6 %
<b>Total Consumer</b>	<b>4</b>	<b>206,292</b>	<b>205,061</b>	<b>202,596</b>	<b>203,024</b>	<b>201,833</b>	<b>200,335</b>	<b>196,792</b>	<b>193,699</b>	<b>191,467</b>	<b>44.2 %</b>
Business and Government, excluding											
Securities Borrowed or Purchased under Resale Agreements											
Commercial real estate	5	39,735	40,001	40,343	41,185	37,271	36,716	35,680	35,443	33,748	8.5 %
Construction (non-real estate)	6	4,228	4,817	5,183	6,101	4,627	4,951	4,692	4,374	3,868	0.9 %
Retail trade	7	19,695	20,533	21,099	26,881	23,213	23,096	22,632	23,078	21,338	4.2 %
Automotive	8	12,999	12,811	13,249	16,632	15,067	14,658	14,496	14,643	13,566	2.8 %
Food and beverage	9	1,757	2,270	1,996	2,273	2,022	2,041	1,982	1,956	1,888	0.4 %
Other	10	4,939	5,452	5,854	7,976	6,124	6,397	6,154	6,479	5,884	1.0 %
Wholesale trade	11	14,766	15,750	16,442	19,001	17,167	16,991	16,887	16,531	15,828	3.2 %
Agriculture	12	1,414	1,374	1,044	1,419	1,173	1,182	1,169	1,273	1,322	0.3 %
Automotive	13	3,329	3,688	4,059	4,660	4,710	4,739	4,709	4,498	4,057	0.7 %
Food and beverage	14	2,795	2,911	2,992	3,485	2,998	2,966	2,791	2,733	2,729	0.6 %
Construction and industrial	15	3,244	3,449	3,792	4,205	3,566	3,547	3,711	3,492	3,280	0.7 %
Other	16	3,984	4,328	4,555	5,232	4,720	4,557	4,507	4,535	4,440	0.9 %
Agriculture	17	13,525	13,585	13,807	13,931	13,505	13,290	13,168	13,016	12,306	2.9 %
Communications	18	935	779	753	1,080	794	847	850	939	811	0.2 %
Other communications	19	729	601	598	918	634	671	577	543	598	0.2 %
Cable	20	77	36	6	9	17	28	120	291	81	0.0 %
Broadcasting	21	129	142	149	153	143	148	153	105	132	0.0 %
Financing products	22	5,761	3,927	4,549	5,347	4,206	4,124	4,796	4,434	5,605	1.2 %
Manufacturing	23	26,612	28,238	31,506	37,834	29,317	27,369	27,394	27,643	25,209	5.7 %
Industrial products	24	9,693	9,811	10,693	12,088	9,426	9,187	9,096	9,243	8,213	2.1 %
Consumer products	25	9,398	10,250	11,391	14,546	11,668	10,054	10,324	10,860	10,382	2.0 %
Automotive	26	1,036	1,422	1,949	2,529	1,507	1,503	1,671	1,764	1,690	0.2 %
Other manufacturing	27	6,485	6,755	7,473	8,671	6,716	6,625	6,303	5,776	4,924	1.4 %
Mining	28	2,888	2,506	3,927	3,944	2,470	2,524	3,010	2,608	2,135	0.6 %
Oil and Gas	29	11,553	12,974	13,997	14,990	12,924	13,469	12,889	11,574	10,142	2.5 %
Transportation	30	12,401	12,953	12,954	13,387	12,215	12,420	12,172	11,940	11,453	2.7 %
Utilities	31	4,985	5,151	5,280	5,481	4,126	4,783	4,427	4,341	3,901	1.0 %
Electric power generation	32	3,907	4,072	4,163	4,180	2,981	3,473	2,852	2,943	2,450	0.8 %
Gas, water and other	33	1,078	1,079	1,117	1,301	1,145	1,310	1,575	1,398	1,451	0.2 %
Forest products	34	1,007	1,017	1,124	1,383	1,262	1,152	1,146	1,168	930	0.2 %
Service industries	35	46,251	47,901	50,245	54,196	46,840	45,809	44,682	43,328	40,992	9.9 %
Automotive lease and rental	36	2,314	2,370	2,379	2,605	2,411	2,584	2,551	2,571	2,206	0.5 %
Educational	37	2,046	2,337	2,327	2,386	2,124	2,182	2,114	2,019	1,991	0.4 %
Health care	38	13,475	13,975	14,250	14,346	12,596	12,078	11,867	11,382	10,800	2.9 %
Business and professional services	39	9,980	10,429	11,423	13,680	11,146	11,024	10,585	11,206	10,207	2.1 %
Hospitality and recreation	40	11,871	12,069	12,097	12,584	10,984	10,723	10,193	9,241	9,112	2.5 %
Other	41	6,565	6,721	7,769	8,595	7,579	7,218	7,372	6,909	6,676	1.5 %
Financial	42	52,359	44,993	40,536	43,342	42,125	40,883	38,730	37,988	36,924	11.2 %
Non-bank financial services	43	47,808	39,227	35,847	38,573	37,037	35,522	32,681	31,334	29,437	10.2 %
Bank	44	4,551	5,766	4,689	4,769	5,088	5,361	6,049	6,654	7,487	1.0 %
Governments	45	1,796	2,122	2,049	1,797	1,850	1,802	1,619	1,392	1,447	0.4 %
Other	46	2,133	1,908	2,377	2,270	2,294	1,866	3,387	3,643	2,823	0.5 %
<b>Total Business and Government</b>	<b>47</b>	<b>260,630</b>	<b>259,155</b>	<b>266,171</b>	<b>292,150</b>	<b>256,206</b>	<b>252,092</b>	<b>248,161</b>	<b>243,440</b>	<b>229,460</b>	<b>55.8 %</b>
<b>Total Gross Loans and Acceptances</b>	<b>48</b>	<b>466,922</b>	<b>464,216</b>	<b>468,767</b>	<b>495,174</b>	<b>458,039</b>	<b>452,427</b>	<b>444,953</b>	<b>437,139</b>	<b>420,927</b>	<b>100.0 %</b>

**ALLOWANCE FOR CREDIT LOSSES  
BY PRODUCT AND INDUSTRY**  
(\$ millions)

**Allowance for Credit Losses on Impaired Loans**

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	MIX Q1
Consumer											
Residential mortgages	1	17	16	17	17	17	17	17	19	20	0.5 %
Consumer instalment and other personal	2	97	105	127	125	125	136	134	127	134	2.6 %
Credit cards	3	-	-	-	-	-	-	-	-	-	0.0 %
<b>Total Consumer</b>	<b>4</b>	<b>114</b>	<b>121</b>	<b>144</b>	<b>142</b>	<b>142</b>	<b>153</b>	<b>151</b>	<b>146</b>	<b>154</b>	<b>3.1 %</b>
Business and Government, excluding											
Securities Borrowed or Purchased under Resale Agreements											
Commercial real estate	5	13	11	10	10	8	9	12	10	10	0.4 %
Construction (non-real estate)	6	12	18	15	16	36	8	10	14	16	0.3 %
Retail trade	7	78	53	51	53	13	11	12	14	18	2.1 %
Wholesale trade	8	32	35	46	49	54	52	58	37	24	0.9 %
Agriculture	9	29	36	36	39	26	22	22	22	15	0.8 %
Communications	10	7	8	8	7	7	7	7	3	-	0.2 %
Financing products	11	-	-	-	-	-	-	-	-	-	0.0 %
Manufacturing	12	44	67	53	57	59	35	15	19	25	1.2 %
Industrial products	13	11	12	12	27	26	19	2	1	1	0.3 %
Consumer products	14	18	27	27	17	22	7	4	4	8	0.5 %
Automotive	15	2	17	8	7	6	4	3	3	3	0.1 %
Other manufacturing	16	13	11	6	6	5	5	6	11	13	0.3 %
Mining	17	-	10	-	-	-	-	-	-	-	0.0 %
Oil and Gas	18	210	184	155	151	99	48	21	28	13	5.7 %
Transportation	19	32	32	36	35	33	30	31	30	28	0.9 %
Utilities	20	-	-	1	1	1	-	-	-	-	0.0 %
Forest products	21	5	5	5	4	4	-	-	-	-	0.1 %
Service industries	22	92	132	147	154	118	79	94	78	63	2.5 %
Automotive lease and rental	23	2	3	2	1	1	-	-	-	-	0.1 %
Educational	24	1	1	1	-	-	-	1	3	2	0.0 %
Health care	25	22	43	50	62	71	44	61	39	25	0.6 %
Business and professional services	26	8	17	30	10	7	7	7	12	11	0.2 %
Hospitality and recreation	27	50	58	55	72	30	20	17	17	17	1.4 %
Other	28	9	10	9	9	9	8	8	7	8	0.2 %
Financial	29	7	7	7	5	4	3	5	4	4	0.2 %
Non-bank financial services	30	7	7	7	5	4	3	5	4	4	0.2 %
Bank	31	-	-	-	-	-	-	-	-	-	0.0 %
Governments	32	-	1	1	1	1	1	1	-	-	0.0 %
Other	33	6	7	4	3	4	5	8	-	-	0.1 %
<b>Total Business and Government</b>	<b>34</b>	<b>567</b>	<b>606</b>	<b>575</b>	<b>586</b>	<b>467</b>	<b>310</b>	<b>296</b>	<b>259</b>	<b>216</b>	<b>15.4 %</b>
<b>Total Allowance for Credit Losses on Impaired Loans</b>	<b>35</b>	<b>681</b>	<b>727</b>	<b>719</b>	<b>728</b>	<b>609</b>	<b>463</b>	<b>447</b>	<b>405</b>	<b>370</b>	<b>18.5 %</b>
Allowance for credit losses on performing loans - Consumer	36	948	1,022	988	903	685	683	683	680	682	25.8 %
Allowance for credit losses on performing loans - Business and Government	37	1,559	1,554	1,544	1,145	729	704	672	625	576	42.4 %
<b>Total Allowance for Credit Losses on Performing Loans</b>	<b>38</b>	<b>2,507</b>	<b>2,576</b>	<b>2,532</b>	<b>2,048</b>	<b>1,414</b>	<b>1,387</b>	<b>1,355</b>	<b>1,305</b>	<b>1,258</b>	<b>68.2 %</b>
<b>Total Allowance for Credit Losses on Loans</b>	<b>39</b>	<b>3,188</b>	<b>3,303</b>	<b>3,251</b>	<b>2,776</b>	<b>2,023</b>	<b>1,850</b>	<b>1,802</b>	<b>1,710</b>	<b>1,628</b>	<b>86.7 %</b>
Allowance for Credit Losses related to off-balance sheet instruments (1)	40	490	511	456	360	239	244	256	252	259	13.3 %
<b>Total Allowance for Credit Losses</b>	<b>41</b>	<b>3,678</b>	<b>3,814</b>	<b>3,707</b>	<b>3,136</b>	<b>2,262</b>	<b>2,094</b>	<b>2,058</b>	<b>1,962</b>	<b>1,887</b>	<b>100.0 %</b>

(1) Reported in Other Liabilities.



**GROSS IMPAIRED LOANS AND ACCEPTANCES**
**BY PRODUCT AND INDUSTRY (1)**

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	GIL to Gross Loans
(\$ millions)											
Consumer											
Residential mortgages	1	507	409	430	385	420	414	417	426	389	0.4 %
Consumer instalment and other personal	2	337	340	433	461	442	468	497	509	506	0.4 %
Total Consumer	3	844	749	863	846	862	882	914	935	895	0.4 %
Business and Government, excluding											
Securities Borrowed or Purchased under Resale Agreements											
Commercial real estate	4	95	89	21	53	60	58	64	66	48	0.2 %
Construction (non-real estate)	5	73	104	134	71	80	29	32	35	32	1.7 %
Retail trade	6	419	460	560	397	87	67	60	75	91	2.1 %
Wholesale trade	7	96	104	114	107	106	128	102	123	65	0.7 %
Agriculture	8	312	349	351	348	312	313	298	287	259	2.3 %
Communications	9	7	17	17	19	7	13	13	12	-	0.7 %
Financing products	10	117	147	239	-	-	-	-	-	-	2.0 %
Manufacturing	11	279	292	405	435	329	226	111	108	83	1.0 %
Industrial products	12	95	117	128	171	151	110	19	18	8	1.0 %
Consumer products	13	94	58	151	190	109	80	52	47	25	1.0 %
Automotive	14	7	31	40	7	11	5	5	6	6	0.7 %
Other manufacturing	15	83	86	86	67	58	31	35	37	44	1.3 %
Mining	16	35	40	-	-	-	-	1	-	-	1.2 %
Oil and Gas	17	461	550	761	616	373	404	324	234	118	4.0 %
Transportation	18	134	144	189	189	164	149	138	147	138	1.1 %
Utilities	19	1	1	3	2	1	2	1	1	2	0.0 %
Forest products	20	7	12	13	14	11	2	2	2	2	0.7 %
Service industries	21	497	519	673	499	377	319	314	245	224	1.1 %
Automotive lease and rental	22	3	3	77	2	2	-	-	-	-	0.1 %
Educational	23	8	9	17	15	12	11	2	12	12	0.4 %
Health care	24	149	204	255	195	166	145	136	89	56	1.1 %
Business and professional services	25	62	79	106	93	55	64	78	73	83	0.6 %
Hospitality and recreation	26	246	205	184	177	125	82	77	45	48	2.1 %
Other	27	29	19	34	17	17	17	21	26	25	0.4 %
Financial	28	32	48	52	32	39	31	40	47	54	0.1 %
Non-bank financial services	29	32	48	52	32	39	31	40	47	54	0.1 %
Bank	30	-	-	-	-	-	-	-	-	-	0.0 %
Governments	31	4	4	1	1	1	1	1	-	-	0.2 %
Other	32	29	9	17	16	13	5	17	18	8	1.4 %
Total Business and Government	33	2,598	2,889	3,550	2,799	1,960	1,747	1,518	1,400	1,124	1.0 %
Total Gross Impaired Loans and Acceptances	34	3,442	3,638	4,413	3,645	2,822	2,629	2,432	2,335	2,019	0.7 %

(1) Gross impaired loans excludes purchased credit impaired loans.

**NET IMPAIRED LOANS AND ACCEPTANCES**
**BY PRODUCT AND INDUSTRY (1) (2)**

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	NIL to Net Loans
(\$ millions)											
Consumer											
Residential mortgages	1	490	393	413	368	403	397	400	407	369	0.4 %
Consumer instalment and other personal	2	240	235	306	336	317	332	363	382	372	0.3 %
Total Consumer	3	730	628	719	704	720	729	763	789	741	0.4 %
Business and Government, excluding											
Securities Borrowed or Purchased under Resale Agreements											
Commercial real estate	4	82	78	11	43	52	49	52	56	38	0.2 %
Construction (non-real estate)	5	61	86	119	55	44	21	22	21	16	1.4 %
Retail trade	6	341	407	509	344	74	56	48	61	73	1.7 %
Wholesale trade	7	64	69	68	58	52	76	44	86	41	0.4 %
Agriculture	8	283	313	315	309	286	291	276	265	244	2.1 %
Communications	9	-	9	9	11	-	6	6	9	-	0.0 %
Financing products	10	117	147	239	-	-	-	-	-	-	2.0 %
Manufacturing	11	235	225	352	378	270	191	96	89	58	0.9 %
Industrial products	12	84	105	116	144	125	91	17	17	7	0.9 %
Consumer products	13	76	31	124	173	87	73	48	43	17	0.8 %
Automotive	14	5	14	32	-	5	1	2	3	3	0.5 %
Other manufacturing	15	70	75	80	61	53	26	29	26	31	1.1 %
Mining	16	35	30	-	-	-	-	1	-	-	1.2 %
Oil and Gas	17	251	366	606	465	274	356	303	206	105	2.2 %
Transportation	18	102	112	153	154	131	119	107	117	110	0.8 %
Utilities	19	1	1	2	1	-	2	1	1	2	0.0 %
Forest products	20	2	7	8	10	7	2	2	2	2	0.2 %
Service industries	21	405	387	526	345	259	240	220	167	161	0.9 %
Automotive lease and rental	22	1	-	75	1	1	-	-	-	-	0.0 %
Educational	23	7	8	16	15	12	11	1	9	10	0.3 %
Health care	24	127	161	205	133	95	101	75	50	31	0.9 %
Business and professional services	25	54	62	76	83	48	57	71	61	72	0.5 %
Hospitality and recreation	26	196	147	129	105	95	62	60	28	31	1.7 %
Other	27	20	9	25	8	8	9	13	19	17	0.3 %
Financial	28	25	41	45	27	35	28	35	43	50	0.0 %
Non-bank financial services	29	25	41	45	27	35	28	35	43	50	0.1 %
Bank	30	-	-	-	-	-	-	-	-	-	0.0 %
Governments	31	4	3	-	-	-	-	-	-	-	0.2 %
Other	32	23	2	13	13	9	-	9	18	8	1.1 %
Total Business and Government	33	2,031	2,283	2,975	2,213	1,493	1,437	1,222	1,141	908	0.8 %
Total Net Impaired Loans and Acceptances	34	2,761	2,911	3,694	2,917	2,213	2,166	1,985	1,930	1,649	0.6 %

(1) Net impaired loans exclude purchased credit impaired loans.

(2) Net impaired loan balances are net of allowance for credit losses on impaired loans, excluding those related to off-balance sheet instruments.

**LOANS AND ACCEPTANCES  
BY GEOGRAPHIC AREA (1)**

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	MIX Q1
(\$ millions)											

**Gross Loans and Acceptances**

Canada	1	291,817	290,276	288,470	292,060	285,335	282,275	279,670	273,078	266,760	62.5 %
United States	2	163,830	161,889	167,788	190,398	161,472	159,403	154,769	153,329	143,237	35.1 %
Other Countries	3	11,275	12,051	12,509	12,716	11,232	10,749	10,514	10,732	10,930	2.4 %
Total Gross Loans and Acceptances	4	466,922	464,216	468,767	495,174	458,039	452,427	444,953	437,139	420,927	100.0 %

**ACL on Impaired Loans (2)**

Canada	5	(340)	(303)	(345)	(309)	(219)	(207)	(192)	(186)	(182)	49.9 %
United States	6	(330)	(410)	(374)	(419)	(390)	(256)	(255)	(219)	(188)	48.5 %
Other Countries	7	(11)	(14)	-	-	-	-	-	-	-	1.6 %
Total ACL on Impaired Loans	8	(681)	(727)	(719)	(728)	(609)	(463)	(447)	(405)	(370)	100.0 %

**Net Loans and Acceptances**

Canada	9	291,477	289,973	288,125	291,751	285,116	282,068	279,478	272,892	266,578	62.9 %
United States	10	163,500	161,479	167,414	189,979	161,082	159,147	154,514	153,110	143,049	35.3 %
Other Countries	11	11,264	12,037	12,509	12,716	11,232	10,749	10,514	10,732	10,930	2.3 %
Total Loans and Acceptances, net of ACL on impaired loans	12	466,241	463,489	468,048	494,446	457,430	451,964	444,506	436,734	420,557	100.5 %
ACL on Performing Loans (2)											
Canada	13	(1,344)	(1,323)	(1,335)	(1,067)	(748)	(740)	(732)	(715)	(695)	(0.3)%
United States	14	(1,135)	(1,225)	(1,164)	(957)	(650)	(630)	(608)	(581)	(556)	(0.2)%
Other Countries	15	(28)	(28)	(33)	(24)	(16)	(17)	(15)	(9)	(7)	(0.0)%
Total Net Loans and Acceptances	16	463,734	460,913	465,516	492,398	456,016	450,577	443,151	435,429	419,299	100.0 %

**Gross Impaired Loans and Acceptances (3)**

Canada	17	1,541	1,343	1,469	1,357	979	914	841	795	728	44.8 %
United States	18	1,830	2,211	2,885	2,229	1,783	1,715	1,591	1,540	1,291	53.2 %
Other Countries	19	71	84	59	59	60	-	-	-	-	2.0 %
Total Gross Impaired Loans and Acceptances	20	3,442	3,638	4,413	3,645	2,822	2,629	2,432	2,335	2,019	100.0 %

**Net Impaired Loans and Acceptances (3)**

Canada	21	1,201	1,040	1,124	1,048	760	707	649	609	546	43.5%
United States	22	1,500	1,801	2,511	1,810	1,393	1,459	1,336	1,321	1,103	54.3%
Other Countries	23	60	70	59	59	60	-	-	-	-	2.2%
Total Impaired Loans and Acceptances, net of ACL on impaired loans (2)	24	2,761	2,911	3,694	2,917	2,213	2,166	1,985	1,930	1,649	100.0%

(1) Segmented credit information by geographic area is based upon the country of ultimate risk.

(2) Excludes allowances related to off-balance sheet instruments.

(3) Gross impaired loans and net impaired loans exclude purchased credit impaired loans.

**CHANGES IN IMPAIRMENT ALLOWANCE**
**FOR CREDIT LOSSES (ACL)**

	LINE #	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	YTD 2021	YTD 2020	Fiscal 2020	Fiscal 2019
(\$ millions)														
Allowance for Credit Losses (Total ACL), beginning of period	1	3,814	3,707	3,136	2,262	2,094	2,058	1,962	1,887	1,870	3,814	2,094	2,094	1,870
Write-offs	2	(247)	(350)	(464)	(351)	(215)	(248)	(229)	(195)	(195)	(247)	(215)	(1,380)	(867)
Recoveries of previous write-offs	3	55	56	80	58	58	54	54	93	89	55	58	252	290
Charge to income statement (PCL) (1)	4	162	443	1,030	1,116	348	252	307	176	140	162	348	2,937	875
Foreign exchange and other	5	(106)	(42)	(75)	51	(23)	(22)	(36)	1	(17)	(106)	(23)	(89)	(74)
Total ACL, at end of period	6	3,678	3,814	3,707	3,136	2,262	2,094	2,058	1,962	1,887	3,678	2,262	3,814	2,094
Total ACL comprised of : Loans	7	3,188	3,303	3,251	2,776	2,023	1,850	1,802	1,710	1,628	3,188	2,023	3,303	1,850
ACL on impaired loans for other credit instruments	8	25	12	12	10	10	22	23	27	27	25	10	12	22
ACL on performing loans for other credit instruments and undrawn commitments	9	465	499	444	350	229	222	233	225	232	465	229	499	222

**Allocation of Recoveries of Previous Write-Offs by Market**

Consumer	10	42	44	43	42	51	49	52	43	80	42	51	180	224
Business and government	11	13	12	37	16	7	5	2	50	9	13	7	72	66

**CHANGES IN IMPAIRED LOANS AND ACCEPTANCES (2)**

	2021 Q1	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2019 Q1	YTD 2021	YTD 2020	Fiscal 2020	Fiscal 2019
(\$ millions)													

**Total Impaired Loans and Acceptances**

GIL, beginning of period	12	3,638	4,413	3,645	2,822	2,629	2,432	2,335	2,019	1,936	3,638	2,629	2,629	1,936
Retail formations (3)	13	297	145	239	245	259	259	308	313	259	297	259	888	1,139
Retail reductions (4)	14	(134)	(185)	(138)	(174)	(193)	(212)	(243)	(201)	(172)	(134)	(193)	(690)	(828)
Business and government formations	15	368	517	1,521	1,151	572	540	371	428	208	368	572	3,761	1,547
Business and government reductions (4)	16	(548)	(978)	(470)	(137)	(318)	(231)	(201)	(112)	(93)	(548)	(318)	(1,903)	(637)
Net new additions (reductions) (3)	17	(17)	(501)	1,152	1,085	320	356	235	428	202	(17)	320	2,056	1,221
Retail write-offs (3)	18	(68)	(74)	(84)	(87)	(86)	(79)	(86)	(72)	(88)	(68)	(86)	(331)	(325)
Business and government write-offs	19	(111)	(200)	(300)	(175)	(41)	(80)	(52)	(40)	(31)	(111)	(41)	(716)	(203)
Write-offs (3)	20	(179)	(274)	(384)	(262)	(127)	(159)	(138)	(112)	(119)	(179)	(127)	(1,047)	(528)
GIL, end of period	21	3,442	3,638	4,413	3,645	2,822	2,629	2,432	2,335	2,019	3,442	2,822	3,638	2,629

ACL on Impaired Loans, beginning of period	22	727	719	728	609	463	447	405	370	370	727	463	463	370
Increase / (decrease)	23	201	358	455	470	361	264	271	230	195	201	361	1,644	960
Amounts written off	24	(247)	(350)	(464)	(351)	(215)	(248)	(229)	(195)	(195)	(247)	(215)	(1,380)	(867)
ACL on Impaired Loans, end of period (5)	25	681	727	719	728	609	463	447	405	370	681	609	727	463

NIL, beginning of period	26	2,911	3,694	2,917	2,213	2,166	1,985	1,930	1,649	1,566	2,911	2,166	2,166	1,566
Change in gross impaired loans	27	(196)	(775)	768	823	193	197	97	316	83	(196)	193	1,009	693
Change in ACL on impaired loans (5)	28	46	(8)	9	(119)	(146)	(16)	(42)	(35)	-	46	(146)	(264)	(93)
NIL, end of period	29	2,761	2,911	3,694	2,917	2,213	2,166	1,985	1,930	1,649	2,761	2,213	2,911	2,166

(1) Excludes provision for credit losses on other assets.

(2) Gross impaired loans and net impaired loans exclude purchased credit impaired loans.

(3) Excludes certain loans that are written off directly and not classified as new formations (Q1'21 \$68 million, Q4'20 \$76 million, Q3'20 \$80 million, Q2'20 \$89 million, Q1'20 \$88 million, Q4'19 \$89 million, Q3'19 \$91 million, Q2'19 \$83 million, and Q1'19 \$76 million).

(4) Includes impaired amounts returned to performing status, loan sales, repayments, the impact of foreign exchange fluctuations and offsets for consumer write-offs which have not been recognized in formations.

(5) Excludes ACL related to off-balance sheet instruments.

**CHANGES IN IMPAIRMENT ALLOWANCE  
FOR CREDIT LOSSES (ACL) BY PRODUCT TYPE**  
(\$ millions)

	LINE #	Q1 2021				Q1 2020				
		Stage 1	Stage 2	Stage 3	Total	Stage 1	Stage 2	Stage 3	Total	
Loans:	Residential mortgages									
	Total ACL, beginning of period	1	51	75	26	152	15	33	38	86
	Transfer to Stage 1	2	25	(18)	(7)	-	6	(6)	-	-
	Transfer to Stage 2	3	(1)	15	(14)	-	-	2	(2)	-
	Transfer to Stage 3	4	-	(7)	7	-	-	(1)	1	-
	Net remeasurement of loss allowance	5	(45)	(19)	24	(40)	(9)	4	5	-
	Loan originations	6	6	-	-	6	2	-	-	2
	Derecognitions and maturities	7	(2)	(4)	-	(6)	-	(1)	-	(1)
	Model changes	8	-	-	-	-	-	-	-	-
	Total PCL (1)	9	(17)	(33)	10	(40)	(1)	(2)	4	1
	Write-offs	10	-	-	(3)	(3)	-	-	(3)	(3)
	Recoveries of previous write-offs	11	-	-	-	-	-	-	2	2
	Foreign exchange and other	12	(1)	-	(7)	(8)	-	-	(14)	(14)
	Total ACL, at end of period	13	33	42	26	101	14	31	27	72
Loans:	Consumer instalment and other personal									
	Total ACL, beginning of period	14	148	454	105	707	89	333	136	558
	Transfer to Stage 1	15	65	(62)	(3)	-	41	(38)	(3)	-
	Transfer to Stage 2	16	(7)	16	(9)	-	(4)	21	(17)	-
	Transfer to Stage 3	17	(1)	(22)	23	-	(2)	(25)	27	-
	Net remeasurement of loss allowance	18	(65)	71	31	37	(44)	62	45	63
	Loan originations	19	19	-	-	19	11	-	-	11
	Derecognitions and maturities	20	(7)	(14)	-	(21)	(4)	(10)	-	(14)
	Model changes	21	-	-	-	-	-	-	-	-
	Total PCL (1)	22	4	(11)	42	35	(2)	10	52	60
	Write-offs	23	-	-	(65)	(65)	-	-	(83)	(83)
	Recoveries of previous write-offs	24	-	-	22	22	-	-	23	23
	Foreign exchange and other	25	(2)	(3)	(7)	(12)	1	-	(3)	(2)
	Total ACL, at end of period	26	150	440	97	687	88	343	125	556
Loans:	Credit cards									
	Total ACL, beginning of period	27	110	321	-	431	80	225	-	305
	Transfer to Stage 1	28	58	(58)	-	-	28	(28)	-	-
	Transfer to Stage 2	29	(6)	6	-	-	(5)	5	-	-
	Transfer to Stage 3	30	-	(40)	40	-	-	(40)	40	-
	Net remeasurement of loss allowance	31	(55)	80	14	39	(25)	64	23	62
	Loan originations	32	7	-	-	7	4	-	-	4
	Derecognitions and maturities	33	(1)	(7)	-	(8)	(1)	(6)	-	(7)
	Model changes	34	-	-	-	-	-	-	-	-
	Total PCL (1)	35	3	(19)	54	38	1	(5)	63	59
	Write-offs	36	-	-	(68)	(68)	-	-	(88)	(88)
	Recoveries of previous write-offs	37	-	-	20	20	-	-	26	26
	Foreign exchange and other	38	(1)	-	(6)	(7)	(1)	-	(1)	(2)
	Total ACL, at end of period	39	112	302	-	414	80	220	-	300
Loans:	Business and government									
	Total ACL, beginning of period	40	658	1,258	608	2,524	338	496	311	1,145
	Transfer to Stage 1	41	179	(178)	(1)	-	44	(38)	(6)	-
	Transfer to Stage 2	42	(16)	18	(2)	-	(8)	9	(1)	-
	Transfer to Stage 3	43	(1)	(53)	54	-	(1)	(23)	24	-
	Net remeasurement of loss allowance	44	(72)	141	58	127	(61)	94	188	221
	Loan originations	45	78	-	-	78	47	-	-	47
	Derecognitions and maturities	46	(28)	(48)	-	(76)	(15)	(25)	-	(40)
	Model changes	47	-	-	-	-	-	-	-	-
	Total PCL (1)	48	140	(120)	109	129	6	17	205	228
	Write-offs	49	-	-	(111)	(111)	-	-	(41)	(41)
	Recoveries of previous write-offs	50	-	-	13	13	-	-	7	7
	Foreign exchange and other	51	(7)	(36)	(36)	(79)	4	6	(15)	(5)
	Total ACL, at end of period	52	791	1,102	583	2,476	348	519	467	1,334
	Total ACL at end of period	53	1,086	1,886	706	3,678	530	1,113	619	2,262
	Comprised of: Loans	54	850	1,657	681	3,188	411	1,003	609	2,023
	Other credit instruments (2)	55	236	229	25	490	119	110	10	239
	Total PCL for period (1)	56	130	(183)	215	162	4	20	324	348

(1) Excludes provision for credit losses on other assets of \$(6)MM and \$1MM, respectively, for the three months ended January 31, 2021 and January 31, 2020.

(2) Recorded in other liabilities on the balance sheet.





**OVER-THE-COUNTER DERIVATIVES**
**(NOTIONAL AMOUNTS)**

LINE #	As at January 31, 2021			As at October 31, 2020			As at July 31, 2020			As at April 30, 2020			
	Non-centrally cleared	Centrally cleared	Total										
<b>Interest Rate Contracts</b>													
Swaps	1	415,607	3,886,028	4,301,635	442,727	3,892,564	4,335,291	457,335	4,005,613	4,462,948	483,235	4,123,762	4,606,997
Forward rate agreements	2	2,577	459,924	462,501	2,890	514,442	517,332	2,863	445,863	448,726	2,658	387,175	389,833
Purchased options	3	57,437	-	57,437	57,833	-	57,833	56,180	-	56,180	54,828	-	54,828
Written options	4	63,180	-	63,180	64,728	-	64,728	63,770	-	63,770	62,331	-	62,331
<b>Total interest rate contracts</b>	<b>5</b>	<b>538,801</b>	<b>4,345,952</b>	<b>4,884,753</b>	<b>568,178</b>	<b>4,407,006</b>	<b>4,975,184</b>	<b>580,148</b>	<b>4,451,476</b>	<b>5,031,624</b>	<b>603,052</b>	<b>4,510,937</b>	<b>5,113,989</b>
<b>Foreign Exchange Contracts (1)</b>													
Cross-currency swaps	6	96,332	-	96,332	96,813	-	96,813	102,015	-	102,015	97,338	-	97,338
Cross-currency interest rate swaps	7	539,453	-	539,453	540,688	-	540,688	530,795	-	530,795	526,764	-	526,764
Forward foreign exchange contracts	8	440,162	54,623	494,785	449,701	44,939	494,640	435,040	31,293	466,333	491,613	31,713	523,326
Purchased options	9	40,069	118	40,187	38,985	82	39,067	48,753	81	48,834	48,212	83	48,295
Written options	10	43,835	53	43,888	41,286	41	41,327	52,665	27	52,692	48,716	28	48,744
<b>Total foreign exchange contracts</b>	<b>11</b>	<b>1,159,851</b>	<b>54,794</b>	<b>1,214,645</b>	<b>1,167,473</b>	<b>45,062</b>	<b>1,212,535</b>	<b>1,169,268</b>	<b>31,401</b>	<b>1,200,669</b>	<b>1,212,643</b>	<b>31,824</b>	<b>1,244,467</b>
<b>Commodity Contracts</b>													
Swaps	12	29,999	-	29,999	30,613	-	30,613	25,966	-	25,966	24,164	-	24,164
Purchased options	13	5,450	-	5,450	5,728	-	5,728	6,388	-	6,388	6,688	-	6,688
Written options	14	3,580	-	3,580	3,704	-	3,704	3,975	-	3,975	4,260	-	4,260
<b>Total commodity contracts</b>	<b>15</b>	<b>39,029</b>	<b>-</b>	<b>39,029</b>	<b>40,045</b>	<b>-</b>	<b>40,045</b>	<b>36,329</b>	<b>-</b>	<b>36,329</b>	<b>35,112</b>	<b>-</b>	<b>35,112</b>
<b>Equity Contracts</b>	<b>16</b>	<b>71,915</b>	<b>31</b>	<b>71,946</b>	<b>60,502</b>	<b>2</b>	<b>60,504</b>	<b>53,875</b>	<b>7</b>	<b>53,882</b>	<b>54,856</b>	<b>2</b>	<b>54,858</b>
<b>Credit Contracts (2)</b>													
Purchased	17	940	6,335	7,275	1,386	6,021	7,407	1,238	5,380	6,618	1,310	2,937	4,247
Written	18	410	1,829	2,239	510	1,285	1,795	589	807	1,396	736	718	1,454
<b>Total credit contracts</b>	<b>19</b>	<b>1,350</b>	<b>8,164</b>	<b>9,514</b>	<b>1,896</b>	<b>7,306</b>	<b>9,202</b>	<b>1,827</b>	<b>6,187</b>	<b>8,014</b>	<b>2,046</b>	<b>3,655</b>	<b>5,701</b>
<b>Total</b>	<b>20</b>	<b>1,810,946</b>	<b>4,408,941</b>	<b>6,219,887</b>	<b>1,838,094</b>	<b>4,459,376</b>	<b>6,297,470</b>	<b>1,841,447</b>	<b>4,489,071</b>	<b>6,330,518</b>	<b>1,907,709</b>	<b>4,546,418</b>	<b>6,454,127</b>

(1) Gold contracts are included with foreign exchange contracts.

(2) Table excludes loan commitment derivatives with notional of \$2,665 million.

