

Whistleblower Hotline Telephone Access Information for Scotiabank Employees World-Wide:

In Canada, United States, Puerto Rico and USVI direct dial the following telephone number: 1-800-443-0312

For the following countries direct dial the following list of telephone numbers utilizing the detailed Direct Dialing Instructions provided below:

Country	Direct Dial Number
Chile	1230-020-5495
Dominican Republic	1-800-443-0438
Jamaica	1-800-443-0397
Mexico	1-800-443-0439
Peru	0800-5-2912 or 0800-7-0078

Direct Dialing Instructions

- Step 1: Where possible place your call from a “land line” that allows international calls as not all mobile phones will have connectivity which will vary depending on the country and telephone carrier you use.
- Step 2: Dial the hotline number exactly as it has been provided to you. Do not dial any prefixes, access codes or other digits.
- Step 3: You will be connected with Global Compliance Services. You will hear a recorded greeting prompting you to select the preferred language you would like to speak, and then you will hear a recorded explanation of the purpose of the line.
- Step 4: If you choose a language other than English, Global Compliance Services will conference in an interpreter to assist with your call. Please be patient, as the process of conferencing an interpreter can take several minutes.
- Step 5: A Global Compliance Services Communication Specialist will answer your call and introduce himself or herself. If an interpreter is on the call, the interpreter will greet you in your language and will explain that he or she is present to assist the Communication Specialist in gathering your information. Proceed with providing your report.

For the following countries to call toll free, dial the applicable AT&T Direct Access Number (listed below) to reach an operator and request to be connected to 800-443-0312. The detailed AT&T Direct Access Dialing Instructions are outlined below:

Country	AT&T Direct Dial Access Number
Anguilla	1-800-225-5288
Antigua & Barbuda	#1 or (Select Hotels) 1-800-225-5288
Aruba	See note below
Australia	(Telstra) 1-800-881-011 or (Optus) 1-800-551-155
Bahamas	1-800-872-2881
Barbados	1-800-225-5288
Belize	811
Brazil	0-800-890-0288 or 0-800-888-8288

Country	AT&T Direct Dial Access Number
British Virgin Islands	1-800-872-2881
Cayman Islands	1-800-225-5288
China (including Taiwan)	China, PRC - Northern region, Beijing and vicinity 108-888, China, PRC - Southern region, Shanghai and vicinity 108-11
Colombia	01-800-911-0010 <i>or</i> (Spanish) 01-800-911-0011
Costa Rica	0-800-011-4114
Dominica	1-800-225-5288
Egypt	(Cairo) 2510-0200 <i>or</i> (outside Cairo) 02-2510-0200
El Salvador	800-1785
Grenada	1-800-225-5288
Guatemala	See note below
Guyana	159
Haiti	See note below
Hong Kong	(Hong Kong Telephone) 800-96-1111 <i>or</i> (New World Telephone) 800-93-2266
India	000-117
Ireland	1-800-550-000 <i>or</i> UIFN 00-800-222-55288
Japan	(KDDI) 00-539-111 <i>or</i> (Softbank Telecom) 00-663-5111 <i>or</i> (NTT) 0034-811-001
Korea	(Korea Telecom) 0072-911 <i>or</i> (ONSE) 0036-911 <i>or</i> (Dacom) 0030-911
Luxembourg	800-2-0111
Malaysia	1-800-80-0011
Nicaragua	1-800-0174 <i>or</i> (Spanish) 1-800-0164
Netherland Antilles (Curacao, Bonaire)	001-800-872-2881
Panama	800-0109 <i>or</i> (Spanish) 800-2288
Russia	(Russia) 8-10-800-110-1011 <i>or</i> (Moscow) 363-2400 <i>or</i> (Outside Moscow) 8-495-363-2400 <i>or</i> (St. Petersburg) 363-2400 <i>or</i> (Outside St. Petersburg) 8-812-363-2400
Singapore	(SingTel) 800-011-1111 <i>or</i> (StarHub) 800-001-0001
St. Kitts & Nevis	1-800-225-5288
St. Lucia	1-800-225-5288
St. Maarten	001-800-872-2881
St Vincent	1-800-225-5288
Taiwan	00-801-10-288-0
Thailand	1-800-0001-33 <i>or</i> 001-999-111-11
Trinidad and Tobago	1-800-872-2881
Turkey	0811-288-0001
Turks and Caicos	1-800-225-5288
United Arab Emirates (Dubai)	8000-021
United Kingdom	(British Telecom) 0800 89 0011 <i>or</i> (C&W) 0500 89 0011
Uruguay	000-410
Venezuela	0 800 2255 288 <i>or</i> (Spanish) 0 800 5526 288

Country	AT&T Direct Dial Access Number
Vietnam	1-201-0288

Note

For Aruba, Haiti and Guatemala or if you are unable to connect to the Whistleblower Hotline via the AT&T Direct Access Number you can make a collect call to the hotline at 704-556-7046 (request the operator’s assistance).

AT&T Direct Dial Access Number Dialing Instructions

- Step 1: Where possible place your call from a “land line” that allows international calls as not all mobile phones will have connectivity which will vary depending on the country and telephone carrier you use.
- Step 2: Dial the AT&T Direct Access number for the country from which you are making the call. Do not dial any prefixes or other digits.
- Step 3: You will hear a tone and a recorded voice saying, "AT&T." After you hear this tone, dial the Banks 10-digit hotline number which is **800-443-0312**. Do not dial any prefixes or other digits.
- Step 4: You will be connected with Global Compliance Services. You will hear a recorded greeting prompting you to select the preferred language you would like to speak, and then you will hear a recorded explanation of the purpose of the line. If you choose a language other than English, Global Compliance Services will conference in an interpreter to assist with your call. Please be patient, as the process of conferencing an interpreter can take several minutes. You will hear music while you are waiting.
- Step 5: A Global Compliance Services Communication Specialist will answer your call and introduce himself or herself. If an interpreter is on the call, the interpreter will greet you in your language and will explain that he or she is present to assist the Communication Specialist in gathering your information. Proceed with providing your report.

In some countries or with some phone systems, an AT&T operator may answer in Step 3. The caller can provide the hotline number to the operator verbally, or dial it into the phone.

Note: If you cannot find the AT&T Direct Access Number for your country you can go to the AT&T website at <http://www.business.att.com/bt/access.jsp?c=0> which contains the complete list of AT&T Direct Access Numbers.