Dear J xxxxx

We are writing to advise you of the results of our review into the complaint you filed with Scotiabank on April 29, 2026. You raised a complaint on behalf of MTCC 1166, you claim there is a live and material dispute regarding the authority currently being exercised and/or recognized in relation to a the business account ending *514 domiciled to our Sheppard and Midland branch.

The details of your complaint were reviewed. In general terms, for business banking, the Bank is responsible for securing deposits, reviewing and executing credit requests and providing statements. The business owners are ultimately responsible for monitoring, managing, maintaining and reconciling the business's account(s). We will not opine on the governing arrangements of MTCC 1106 or MTCC 1166, nor do we manage the shared use of the account with respect transactions, the authorized account holders are responsible for managing the account. If either entity claim they do not have access to account statements or should they have other concerns, they are to attend the branch with suitable identification to make inquiries within a reasonable time. Provided they are authorized to access the account, account information can be reviewed with them.

The branch is not responsible for scrutinizing whether a transaction (e.g., expense) is solely in relation to MTCC 1106 or MTCC 1166, or if the transaction is shared, our branch is not responsible for monitoring individual transactions.

Until such time as we receive a court order confirming the proper signing authority structure for MTCC 1106 and MTCC 1166 with respect to the account ending 515, the account will remain frozen. Alternatively, any other arrangement as authorized by our Sheppard and Midland branch. In the meantime, any transactions in dispute between the businesses are to be resolved between the businesses.

We understand the documentation you requested will be made available to you, you may have already received the documentation.

Please direct any further inquiries you might have on this matter to A. S, Branch Manager, Sheppard and Midland branch or 416XXXXX X7000).

While we hope this email and our explanation have clarified this matter for you, if you remain dissatisfied, you may proceed to the next step in Scotiabank's *Pathways to Complaint Resolution* by contacting the Customer Complaints Appeals Office (CCAO) at:

Scotiabank Customer Complaints Appeals Office
Mail: 44 King Street West
Toronto, ON
M5H 1H1
Email: ccao@scotiabank.com

Scotiabank's CCAO performs an impartial review of customer complaints upon written request from the customer. Should you wish to engage the CCAO, we **recommend you do so within the next 7 days.**

When you provide a written escalation to the Scotiabank CCAO, the CCAO Terms of Reference will apply. The Terms of Reference can be found online at scotiabank.com or by clicking the link provided.

If you are still dissatisfied after receiving the final response from Scotiabank's CCAO, you have the right to have your concern reviewed by the external complaints body (ECB) for banking complaints, the Ombudsman for Banking Services and Investments (OBSI). You may contact OBSI within six months of Scotiabank's final response to you.

E-mail: ombudsman@obsi.ca

Mail: Ombudsman for Banking Services and Investment (OBSI)
20 Queen Street West, Suite 2400.
P.O. Box 8
Toronto, Ontario M5H 3R3
Phone: 1-888-451-4519
Fax: 1-888-422-2865

We regret for any frustration or inconvenience this situation may have caused and thank you for your patience while we conducted our full review and provided our final response.

Note: You have agreed to receive this communication electronically.

Sincerely,

G J. | Manager