

Excerpt of TD email to Go Public

We recognize that this has been a frustrating experience for Mr. Cui and apologize for the mistaken information he received related to his small business banking account plan. We are using this as a coaching opportunity with our teams to reinforce greater clarity when outlining the terms and fees included in our Small Business products and services.

We do not believe that Mr. Cui should have been required to sign a Settlement and Release document in this matter.

A Settlement and Release document is used in select circumstances - typically when parties reach a compromise or financial settlement and agree that the issue between them has been resolved. Additionally, customers can continue escalating the issue with external regulatory bodies if they are unsatisfied with the outcome.

Signing a Settlement and Release agreement does not prevent a customer from escalating a matter once the issue has been settled if they are unhappy with the outcome.

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