

Scotia named Caribbean's Best Bank for 2025 by 'Global Finance'

SCOTIABANK has been named the Caribbean's Best Bank for 2025 by *Global Finance*, earning several individual country awards, including for Trinidad and Tobago. New York-based *Global Finance* magazine selects the world's top financial institutions each year and is widely regarded as a trusted benchmark of excellence.

Publisher and editorial director of *Global Finance* Joseph D Giarraputo stated: ' *Global Finance's* Best Bank Awards honour financial institutions that excel in diversity of offerings, long-term stability, and technological innovation. The winners of this year's awards are those banks that attended carefully to their customers' needs in difficult markets and accomplished strong results while laying the foundations for future success.'

Senior vice-president and managing director, Scotiabank Trinidad and Tobago Gayle Pazos thanked the bank's employees and reiterated its commitment to clients.

'This award reflects the hard work and dedication of our team and all that we are achieving together as we create value for our clients. Our strong, stable financial performance and introduction of innovative digital enhancements has enabled us to lead the local market. We remain focused on deepening client relationships, leading with advice and following with solutions, as we build high-quality experiences.'

Highlights from the bank's performance this year include:

☑ **Above industry average returns, leading in key financial ratios: Return on Assets (ROA) of 1.89%, Return on Equity (ROE) of 14.24% and Operational Efficiency of 46.6%. ☑ Digital innovations for both retail and busi -**

ness clients, including: - A new digital onboarding process for a better user experience. For deposit accounts, the process has been fully rolled out; it is being piloted for loans and credit cards. -An online collaboration tool which allows select client groups to communicate with their dedicated advisors via quick chat and call features while using the Scotia Caribbean App. -Ability to sign up for the Solace Insurance solution digitally via

the Scotia Caribbean App. -Virtual terminal online payment solution which lets businesses process credit card payments without needing a physical card reader. -

Secure, innovative payment solutions such as the application which integrates unmanned solutions/kiosks.