

## Merger Update #1

# Building a better bank for you.

To our valued customers:

In February, we announced that TD Bank and Canada Trust were joining to become *TD Canada Trust*. At that time, I promised to keep you informed as we merge our two organizations. This is the first in a series of updates to tell you about our progress in achieving our goal to build a better bank.

Over the past couple of months we've been working to bring our head office staffs together. As a result of this effort, I'm pleased to say that we have assembled a strong unified team, with representation from both TD Bank and Canada Trust. This new group has now begun to plan the union of our branch, telephone and internet banking services.

Bringing the two organizations together successfully will take some time. I want to reassure all TD Bank and Canada Trust customers that, for now, it is business as usual.

### Building TD Canada Trust

Our goal is to deliver a comfortable banking experience for all of our customers. To achieve this we are working to make the merger of our two companies as seamless as possible. We expect to start bringing our two branch networks together in Spring, 2001. Before then, we will make no merger-related branch closures at either TD Bank or Canada Trust.

While it is business as usual throughout most of our organization, we have some early opportunities to bring together some of our products and services to better meet the needs of our customers. We will bring our operations together early only where it makes good sense for our customers and where we believe we can deliver on the promise of "better banking".

One of these early opportunities will be the conversion of CT Securities accounts to TD Waterhouse in May, 2000. As a result, customers of CT Securities will gain access to an expanded range of services at the same, or even lower, fees. Each customer of CT Securities will be notified in advance and in writing to inform them about this conversion.

Another early opportunity that comes from combining the resources of TD Bank and Canada Trust, is our first coordinated promotion. Customers can now take advantage of the very popular 3% CashBack Mortgage, at any of our 1,300 branch locations, by telephone or via the Web. This is just the first in a series of exciting programs that will benefit our customers.

### Service Improvements

We've already initiated the first stage of our planned program of service improvements. Since February, we have added 350 tellers and increased teller hours in many TD Bank branches. We are progressively increasing teller hours in most of our TD Bank branches as we go forward. At the same time, we are maintaining Canada Trust hours.

Our customers have also had the advantage of improved access to over 3,000 combined ABMs. They have benefited from the elimination of Interac withdrawal fees when they used one of these ABMs. As a result, we have enabled our customers to make over 1.2 million ABM transactions at no charge since February alone. These important service improvements are the first of many that all customers can come to expect from us as we work to deliver a more comfortable banking experience.


### Community

At *TD Canada Trust* we're committed to the communities that we serve. As we've brought our two organizations together, we have carefully maintained our total charitable and sponsorship commitments. Many of these commitments will now be made under either the TD Bank Financial Group or the *TD Canada Trust* name.

We promise to keep you informed about the progress of our new company through updates such as this one as we move forward.

If, as we work towards building a better bank, you believe that we are not meeting your service expectations, please call our Customer Information Centre at 1-888-572-8924.

Sincerely,



Ed Clark

*TD Canada Trust*

P.S. I will keep you posted about the developments at *TD Canada Trust* in the coming months. For now, it will be business as usual. We will notify you personally, in writing and well in advance, about any merger-related changes to your accounts or to your branch.

