



TD Canada Trust

Royal Trust Tower
77 King Street West
Toronto, ON M5K 1A2

14 December 2012

Ms Susan Eng
CARP VP Advocacy
30 Jefferson Avenue
Toronto, ON, M6K 1Y4

Dear Susan,

Thank you for your letter on behalf of the members of CARP. We fully recognize that statement fees are an important issue for seniors and we understand your concern. Making the decision to raise fees is something that is never taken lightly at TD and we always consider the impact on our customers before proceeding with any change.

Thus, we have tried to minimize impact to our senior customers; however we also need to equitably address financial costs and environmental impacts. The paper statement fee represents the cost of compiling data, packaging and mailing statements.

It is important to note that TD offers a variety of account options from which seniors can chose from. Some of these account options offer paper statements for free and the vast majority of our senior customers do not pay paper statement fees.

Recognizing that not all seniors feel comfortable with paperless recordkeeping, our staff in-branch and on the phone are happy to assist each of our customers successfully manage their everyday banking, including guiding them through the best available recordkeeping options for their needs.

Please do not hesitate to have your members call or visit their local branch for assistance at any time.

Sincerely,

Sona Mehta
Vice President, Everyday Banking

