

Scotia Investments®

Scotia Investments – Amendment to Service Model in Select Branches

Dear Valued Client,

As part of our ongoing commitment to making your experience with us more convenient and accessible, commencing **May 11, 2026**, all investment service requests at select Scotiabank branches will be facilitated primarily using our digital and remote service options. This approach will allow us to continue serving you efficiently while giving you greater flexibility when accessing our services.

The selected branches are as follows:

- Christiana
- Junction
- Linstead
- Santa Cruz
- Morant Bay
- Port Antonio
- Port Maria
- Sam Sharpe

You may continue to access our services through the following channels:

Channel	Description	Channel Details
1. Access our advisors via Scotia Access and Live Chat	Enables secure, remote client-advisor interactions with live support	Mobile App or Scotia Online
2. Email our Transaction Support Team	Addresses routine client transaction needs via email	sjltransactions@scotiabank.com
3. Call our Client Experience Centre	Provides remote support for inquires and simple transactions	(888) 429-5745 or (876) 960-6699 9:00am to 5:00pm on weekdays.
4. Email our investment team	Provides information, responses to enquiries or concerns	investmentinfo@scotiabank.com

Prefer in person assistance?

Our dedicated team remains available **by appointment** at these other locations:

- Constant Spring Financial Centre
- Fairview
- Half-Way Tree
- Liguanea
- Mandeville
- May Pen
- New Kingston
- Scotiabank Centre
- Spanish Town

Our commitment to delivering the high-quality service you expect remains unwavering, and we will continue to enhance accessibility and strengthen the support we provide.

Should you have any questions or require assistance, please do not hesitate to contact us at investmentinfo@scotiabank.com.

We look forward to continuing to serve you.

Kind Regards,

Scotia Investments Jamaica Limited

Scotiabank

Scotiabank Centre Building, 3rd Floor Scotia Centre Building, Corner Duke and Port Royal Streets, Kingston, Jamaica

Telephone: 876-960-6700/ 876-960-6699

<https://jm.scotiabank.com/scotia-investments.html>

Scotiabank is a business name used by The Bank of Nova Scotia