

# Investing in Our *Communities*



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**PLUS MORE!**

## A Message From Ed Clark

Our mission to be the better bank means we're never satisfied. No matter how good we are, we can always be better. And the only way we can be the better bank is to take corporate responsibility as seriously as every other part of our business strategy. So for us it has always been both a corporate commitment and a part of everyone's job. Our Guiding Principles and Leadership Profile make it clear that we expect our leaders and Employees to do the right thing and think about the impact of their decisions and actions.

### **WE BELIEVE THAT OUR CORPORATE RESPONSIBILITY EFFORTS IN 2009 MADE A MEANINGFUL DIFFERENCE. FOR EXAMPLE:**

- When many banks around the world were retrenching, we continued to deliver record business results and to stand by our Customers, Employees and Communities.
- It was a tough year, too, for non-profit agencies, who struggle to deliver vital services even when times are good. We built new community partnerships and increased our donations, investing over \$50 million in important community programs.
- We integrated our two U.S. banks in 18 months, bringing together approximately 23,000 Employees and over 1,000 Stores from Maine to Florida. I'm immensely proud of our U.S. Employees who tirelessly delivered the legendary service for which TD stands. Amazingly, in the midst of all this we received the Highest Rating in Customer Satisfaction by J.D. Power and Associates in both the U.S. Mid-Atlantic region and Canada for the fourth year in a row.
- One of our goals is to be an environmental leader among our peers. This involves reducing our operational footprint and building environmental programs across North America. We're well on track for our global operation to become carbon-neutral in 2010.

In 2010, our goal is to sustain this momentum as we invest for the future. We will build on our commitments to our Customers, our Employees and the communities we serve as we work to be the better bank.

**Ed Clark**  
President and Chief Executive Officer



## A Message From Bharat Masrani

At TD Bank, America's Most Convenient Bank®, our dedication to our Customers goes beyond providing them with legendary service. We're equally passionate about supporting the communities where our Customers – and our Employees – live and work. For us, Corporate Responsibility is more than just a phrase – it's an integral part of our commitment to service, a commitment that extends well beyond the doors of our Stores and offices.

Through the TD Charitable Foundation, we contributed more than \$13 million to local community initiatives in 2009. In a year when most non-profit organizations struggled to deliver essential services and many other organizations reduced their philanthropic activities, we awarded more than 1,500 donations from Maine to Florida! Combined with our Employees' extraordinary volunteer efforts, we were able to make a meaningful difference in communities throughout our footprint.

We're proud to present our 2009 Corporate Responsibility Snapshot, which highlights the many ways that, together, we're not just Building The Better Bank – we're building stronger communities.

**Bharat Masrani**  
President and CEO  
TD Bank, America's Most Convenient Bank





# Investing in Our Communities

We responded to local needs despite difficult economic times.

At TD Bank, we recognize the importance of supporting the fabric of community life. It's more than simply writing a check. We ask our Employees, Customers and Community Organizations what matters to them and link our donations to the issues they care about most. We also make it easy for Employees to roll up their sleeves and get involved.



## TOGETHER WE MADE A DIFFERENCE IN 2009



In today's tough times, our communities need help more than ever. That's why we donated \$20 million to support non-profit groups in the U.S. last year. Supporting the communities where our Employees and Customers live and work is a priority for us. It's key to the foundation of Building The Better Bank.

Making a meaningful difference is critical, so we concentrated our community investments on **affordable housing** and **financial literacy and education**. We also dedicated a significant portion of our resources to **health and human services** to help meet the increased demand for basic services – food, clothing and shelter – particularly for low- to moderate-income individuals and communities.

A \$35,000 donation from the TD Charitable Foundation enabled Family Intervention Services to partner with the Street Warriors and Supporting Our Sisters in Newark, NJ, to create Best Foot Forward, a life skills development program for city teens. As part of our partnership, Assistant Store Manager Rhonda Wilson-Duncan brought TD Bank's WOW!Zone financial literacy program to more than 40 youths.

Beyond financial support, active community involvement is at the heart of our service culture, so we also offer initiatives such as the TD Bank WOW!Zone financial literacy program, Junior Achievement programs and the Summer Reading Program, which engage our Employees and involve our communities.



Students and teachers at William N. DeBerry Elementary School in Springfield, MA, are WOW!ed by the TD Charitable Foundation's \$5,000 National Library Week award!



TD Bank volunteers joined City Green's City Sprouts program in Ringwood, NJ, to help teach children about the importance and wonder of nature, good nutrition and the environment as they built their own gardens. The program is funded in part by the TD Charitable Foundation.

## Charitable Foundation

- Number of donations: 1,518
- Total donation awards: \$13.9 million
- Affordable housing = \$3 million
- Financial literacy and education = \$3.6 million
- Health and human services = \$5.8 million
- Total Foundation giving since its inception in 2002: \$53 million!

# Investing in Affordable Housing

Committed to creating strong and sustainable communities

## INCREASING ACCESS TO AFFORDABLE HOUSING

Safe, affordable housing is the foundation of strong, vibrant communities. We are committed to improving the quality and availability of affordable housing in our local neighborhoods, so we fund community development loans and investments and dedicate significant support from the TD Charitable Foundation.

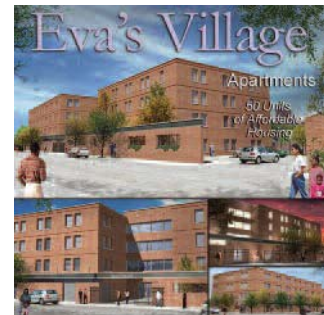
- In 2009, TD Bank made commitments totaling \$362 million for community development loans and investments in support of the development, maintenance and preservation of affordable housing.
- In 2009, the TD Charitable Foundation provided \$3 million in donations to non-profits focused on affordable housing issues in local communities from Maine to Florida.



## LOW-INCOME HOUSING TAX CREDIT INVESTMENTS

In 2009, TD Bank committed \$238 million in affordable housing low-income housing tax credit investments to support the development of 42 properties. This created 3,400 units of low-income housing for families, individuals and elderly residents throughout our footprint. For example:

- \$13.4 million for the construction of Connelly House in the East Center City Historic District of Philadelphia, PA, to create 79 low-income, LEED-certified housing units for the homeless. Connelly House is a joint venture between **PROJECT H.O.M.E.** and **BETHESDA PROJECT**, two non-profits dedicated to serving the needs of homeless and formerly homeless Philadelphians.
- \$7.9 million of long-term capital and \$4.8 million in construction financing for Eva's Village Apartments in Paterson, NJ, for the construction of 50 units of affordable housing and community space. **EVA'S VILLAGE, INC.** is the largest comprehensive anti-poverty organization in New Jersey, with a mission to feed the hungry, shelter the homeless, treat the addicted and provide medical and dental care to the poor. TD Bank Employees regularly serve the homeless in the kitchen, which is supported in part by the TD Charitable Foundation.



"We are extremely proud not only of the opportunity this project provides for the homeless community, but also of the unique collaboration among organizations and neighbors that went into making this possible. This incredible partnership ... has allowed us to combine resources and create something that will have a tremendous impact on our community."

Sister Mary Scullion, Executive Director, Project H.O.M.E., Philadelphia, PA



TD Bank's \$3.3 million equity investment in the School House Kenilworth Williams project in the Dudley Square section of Roxbury in Boston, MA, supports the rehabilitation of two historic buildings and preservation of 37 units of subsidized housing for seniors and disabled adults.



## Providing “Housing for Everyone”

As the issues of access to, and preservation of, affordable housing have intensified, we have strengthened our commitment to help individuals and families remain in their homes.

The TD Charitable Foundation’s 2009 **HOUSING FOR EVERYONE GRANT COMPETITION** awarded a total of \$2 million in donations to 56 non-profits in 12 states, a \$500,000 increase in donations from 2008. The donations were awarded to non-profit organizations working to help families stay in their homes or maintain neighborhoods and protect their integrity from the deterioration caused by foreclosure and abandonment.

2009 awards included:

- \$100,000 to the **ABYSSINIAN DEVELOPMENT CORPORATION** of New York, NY, to energize its Displacement Prevention campaign, which provides support to low- and moderate-income residents of at-risk buildings in Harlem, who are in peril of losing their homes.
- \$50,000 to the **CHESTER COMMUNITY IMPROVEMENT PROJECT (CCIP)** of Chester, PA, to help revitalize Chester through housing rehabilitation, new construction projects, homebuyers’ education, credit and budget counseling, default and delinquency counseling and job training for disadvantaged youth.
- \$25,000 to **HABITAT FOR HUMANITY OF THE LEHIGH VALLEY**, PA, in partnership with the City of Allentown and Easton’s HOPE VI, to acquire properties for building and renovation while promoting inner-city neighborhood stabilization through long-term home ownership. Habitat applied its award to the completion of homes with high operating efficiencies, making the much-needed homes both green and affordable for qualified families.
- \$25,000 to the **COMMUNITY DEVELOPMENT CORPORATION (CDC) OF LONG ISLAND**, NY, to help fund its Homeowner Preservation Services program, which supports the CDC’s foreclosure prevention efforts by providing struggling homeowners with personalized, in-depth foreclosure prevention counseling.
- \$20,000 to the **REGIONAL AFFORDABLE HOUSING CORPORATION (RAHC)** of Bennington, VT, to support its Southwest Vermont Mobile Home Improvement program. RAHC provides safe, decent, affordable housing to help low-income families rise from poverty and seniors age with dignity in a safe environment.
- \$15,000 to the **HOMELESS AND TRAVELERS AID SOCIETY (HATAS)** in Albany, NY, to provide the case management and support services that help formerly homeless people retain their housing and thrive in the community.

“TD Bank is committed to improving our city and keeping people in their homes. They understand that the benefits of homeownership for low-income people transcend the individual and help our entire community. We are truly grateful for their investment in our work.”

Sara Woods, Executive Director, Philadelphia VIP



Adopt-A-Family of the Palm Beaches in Lake Worth, FL, used its \$25,000 “Housing for Everyone” grant to support the Rapid Re-Housing Program, an innovative housing program for homeless families to provide permanent shelter as quickly as possible; it also subsidizes rents to ensure the housing is affordable.



HANDS’ (Housing and Neighborhood Development, Inc.) \$50,000 “Housing for Everyone” award supports Operation Neighborhood Recovery, which has been recognized as the first bulk purchase of mortgages by a non-profit organization. The program has set in motion a movement to stabilize and preserve eight neighborhoods in urban Essex County, NJ.



In New Hampshire, NeighborWorks Greater Manchester’s \$20,000 “Housing for Everyone” award will help revitalize Manchester’s West Granite neighborhood, a community that has deteriorated because of absentee landlords, reduced homeownership and a high foreclosure rate.

# Investing in Financial Literacy and Education

We are dedicated to providing financial literacy and educational opportunities that create a framework for life long learning and economic opportunities. In 2009, thousands of children and adults gained essential skills and knowledge through our signature financial literacy and education programs.

## OPENING DOORS TO SUCCESS

The **TD BANK WOW!ZONE** demonstrates our strong commitment to bringing financial education to families and educators in our communities. It is a free, interactive financial literacy program designed for students in Kindergarten to Grade 12 – both in school and online. We work with local schools and youth organizations to educate students about money, saving, banking and investing. Students, parents and educators can access games, learning activities and lesson plans by visiting the WOW!Zone at [tdbank.com](http://tdbank.com).

The recent economic downturn reinforced the importance of providing our Customers and the public with the tools to make sound financial decisions, including job training programs, college readiness training, prevention programs for at-risk youth, foreclosure prevention programs and **FINANCIAL EDUCATION FOR FIRST-TIME HOMEBUYERS AND SMALL BUSINESS OWNERS**.

In 2009, TD Bank participated in 211 homebuyer mortgage seminars, with 5,300 participants learning about applying for a mortgage, the loan closing process and post-purchase maintenance to protect their housing investment. TD Bank Employees supported 58 small business workshops, providing the opportunity for 824 small business owners to learn about preparing a business plan, financing their new businesses, cash flow analysis and, most timely, surviving a bad economy.



The TD Bank WOW!Zone reaches an average of 7,000 students each month. In 2009, nearly 900 trained TD Bank instructors volunteered 5,000 hours of classroom and in-store instruction to 4,000 classes and 84,000 students – more than 680,000 students in the last 20 years!



We actively support Junior Achievement's mission to educate and inspire young people to value free enterprise, business and economics to improve the quality of their lives. In addition to numerous Employee volunteer partnerships, we also provided \$86,000 in 2009 to support Junior Achievement programs in Maine, Massachusetts, Connecticut, New York, New Jersey and Florida.

"[Our Non-Profit Training Resource Fund donation in support of] ongoing professional development will enable the CDC to deliver accurate and current information and training and ... will result in strong consumers who are able to secure appropriate loans for their home purchases and who remain delinquent-resistant and successful long-term owners."

James Cruickshank, Executive Director, Greater Gardner Community Development Corporation, Gardner, MA

In 2009, the **NON-PROFIT TRAINING RESOURCE FUND**, through the TD Charitable Foundation, made awards of up to \$1,000 to 84 non-profits to support job training, education and professional development opportunities for their employees. Eligible organizations focus their support on affordable housing, promote small business development, provide financial literacy programs to low- and moderate-income youth, individuals or families or provide after-school or extracurricular programming for low- and moderate-income children. In the last three years, 218 grants totaling \$192,000 have been made to strengthen the capacity of non-profit organizations to address community needs.



# Building Literacy Skills

Strong reading skills enhance a child's educational opportunities, self-confidence and financial future. In 2009, we invested in a number of programs aimed at building literacy skills in children.



- **TD BANK SUMMER READING PROGRAM:** In its eighth year, this program has encouraged thousands of children from Maine to Florida to read while teaching them the importance of saving money. We deposit \$10 into a new or existing Young Savers account for each child who reads 10 or more books during the summer. More than 11,000 children participated in the Summer Reading Program in 2009, awarding young readers a total of \$110,000.
- **EMPLOYEE READING MONTH:** Employees kick off the Summer Reading Program by reading to elementary school classes, then donating the books to the schools' libraries. The books are chosen specifically for their core message – the importance of saving money. In 2009, 1,200 Employees visited elementary school classes and read to more than 30,000 students!
- **CELEBRATING NATIONAL LIBRARY WEEK:** The TD Charitable Foundation awarded \$500,000 in donations to libraries from Maine to Florida to celebrate National Library Week. One hundred local public school libraries, primarily in low- to moderate-income areas, received \$5,000 donations for books, technology resources or library programs.



During Employee Reading Month, Market President Tom Shoemaker introduced boys and girls at Conshohocken Elementary in Conshohocken, PA, to the TD Bank Summer Reading Program and encouraged them to keep reading!



To launch the 2009 Summer Reading Program and celebrate National Library Week, Regional President Greg Braca and fellow team members visited Public School 72 in New York City's Harlem neighborhood. Greg read students a story about the importance of saving, then donated the book – with a \$5,000 grant from the TD Charitable Foundation for needed resources – to the school's library.



Boston Bruins great Ray Bourque and Celtics alumni Jojo White joined Market President David Glidden for a surprise visit to Higginson Elementary School in Boston, MA, to kick off TD Bank's Summer Reading Program.

"I acknowledge with appreciation TD Charitable Foundation's generous grant of \$30,000 to support Queens Library's Youth Workforce Development Initiative, including its signature Teen Tutor Program ... As we struggle to do more with less, we are particularly gratified by TD Bank's steadfast commitment to Queens Library and to the diverse communities and amazing children and youth we serve."

Diana Chapin, Executive Director, Queens Library Foundation, Jamaica, NY

# Investing in Health and Human Services

In response to a challenged economic environment, we've responded as the need for heat, shelter and food has increased. Partnerships with local non-profits enable us to do more.

## ACCOMPLISHING MORE TOGETHER

In 2009, some of our communities faced real and significant problems, and we wanted to help. We focused our giving on supporting basic needs to have the greatest impact.

- A donation from the TD Charitable Foundation helped **BIG BROTHERS BIG SISTERS OF CAPE COD AND THE ISLANDS** in Massachusetts match at-risk youth with adult volunteers throughout Cape Cod, Nantucket and Martha's Vineyard. The Foundation also aided **BIG BROTHERS BIG SISTERS OF LONG ISLAND'S** Mentoring Youth at Risk project, matching children in need with volunteer mentors and adding a positive adult to their lives.
- The TD Charitable Foundation's donation to **VILLAGES OF HOPE PALM BEACH COUNTY** in Palm Beach Gardens, FL, funds transitional housing and support services, including education, job training and life skills for youth aging out of foster care.

To help local communities, the TD Charitable Foundation donated more than \$450,000 to food banks from Maine to Florida, providing more than 1.7 million meals to those in need. Among the food banks receiving funds, donations benefited:

- The **PREBLE STREET RESOURCE CENTER** in Portland, ME, which, assisted by the United Way of Greater Portland, helped create the "Food for ME" program designed to restock food pantry shelves across Maine. TD Bank volunteers regularly collect and deliver donations to Preble Street for distribution to pantries when resources are low.
- The **NEW HAMPSHIRE FOOD BANK** – the only food bank in the state – which provides supplies to more than 375 shelters, pantries, soup kitchens and other programs in need of donated food items.



The TD Charitable Foundation donated \$25,000 to Philabundance, which supports a network of agencies that provide meals to 900,000 low-income residents throughout Pennsylvania's Delaware Valley.



TD Bank, through the TD Charitable Foundation, presented the DC Central Kitchen with a \$15,000 donation, and six TD Bank team members volunteered to prepare lunch in support of its First Helping Program, which provides citywide, street-level meal services, referrals and counseling to the homeless throughout metropolitan Washington, DC.

## DID YOU KNOW?

\$1.4 million in funding was contributed to more than 100 United Way agencies, of which \$700,000 was generated by Employee donations.



TD Bank and TD Bank USA, through the TD Charitable Foundation, donated \$50,000 to the United Way of Hudson County as part of a partnership to create New Jersey's Interagency Council on Preventing and Reducing Homelessness. The United Way recognized TD Bank with its "Live United" award for its commitment to affordable housing and fighting homelessness.

"[TD Bank has] encouraged us to grow and become active in the community, and they've provided the financing to do it. They're absolutely the best partner we've ever had."

Daniel L. Lombardo, President and CEO, Volunteers of America Delaware Valley

The TD Charitable Foundation contributed \$40,000 to Volunteers of America Delaware Valley's programs for homeless and impoverished people in Gloucester County and Camden City. Headquartered in Collingswood, NJ, the non-profit agency serves more than 12,000 men, women and children.

"Our partner agencies report there is a substantial increase in the number of people needing help in obtaining adequate food to eat. Thanks to the generosity of donors like you, we are able to supply additional food to programs to help meet part of the growing need."

Nancy L. Carrington, Executive Director, Connecticut Food Bank



## Investing in Community Partnerships

We also invest in programs that mirror the diversity of our company, strengthen our communities and inspire others to join our efforts.



The TD Charitable Foundation's \$5,000 donation to the Christina Cultural Center in Delaware supports its School of the Arts, where professional artists help more than 1,200 children develop their artistic ability, critical thinking skills and social skills that assist youth in making responsible choices.



Each year, runners from around the world participate in the TD Bank Beach to Beacon 10K Road Race in Cape Elizabeth, ME. In addition to our sponsorship, the TD Charitable Foundation made a \$30,000 donation to Maine Handicapped Skiing, beneficiary of the 2009 Road Race. The organization provides 3,700 free lessons each year with the help of 450 volunteers, making it the state's largest year-round adaptive recreation program for children and adults with physical disabilities.



Philadelphia, PA's Mural Arts Program was awarded a \$12,500 donation from the TD Charitable Foundation to support art education programming. MAP's award-winning programs annually provide 2,000 underserved Philadelphia youths with access to quality art education and youth development experiences through mural-making.

"Our Green Leaders program is a hands-on introduction to nature for young people on the Brooklyn waterfront. With essential support from the TD Charitable Foundation, the Conservancy is bringing the environment to life for New York City students."

Nancy Webster, Executive Director, Brooklyn Bridge Park Conservancy



Funding from the TD Charitable Foundation's \$15,000 donation to Montclair State University supported its Passaic River Institute Environmental Science & Computer Technology Summer Program. The program increases the potential for Newark, NJ, youth to attend college and consider careers in ecology and environmental science/engineering by exposing them to nature and the environment through on-site interactive classes in a university environment.



The TD Charitable Foundation's \$10,000 donation to the Brooklyn Bridge Park Conservancy in New York City supported its Green Leaders education program for inner-city students aged 13 to 18. In addition to exploring the East River ecosystem and working on restoration projects, students learn about industry vs. green space, watersheds, pollution prevention and more.

# Investing in Underserved Communities

TD Bank has a strong history of serving the needs of the communities in which it operates, including the needs of low- and moderate-income individuals, neighborhoods and small businesses.

## “OUTSTANDING” CRA RATING

In 2008, TD Bank received an “Outstanding” Community Reinvestment Act (CRA) performance rating from the Office of the Comptroller of the Currency (OCC). The “Outstanding” rating reflects our commitment to meeting the financial service needs of low- and moderate-income individuals, neighborhoods and small businesses.

During the four-year examination period, TD Bank:

- Provided more than 21,000 mortgage loans totaling \$2.0 billion to low- and moderate-income individuals;
- Financed more than 59,000 small business loans totaling \$8.2 billion;
- Financed 261 community development loans totaling \$424 million (145 of these loans provided \$318 million in support of affordable housing projects);
- Awarded a total of \$19.5 million in CRA-qualified donations via the TD Charitable Foundation; and
- Provided \$328 million in CRA-qualified investments, of which \$119 million funded low-income housing tax credit projects.

Examples of our community investments include:

- Financing for a mortgage pool used by **FOUR DIRECTIONS DEVELOPMENT CORPORATION** to help alleviate challenges faced by Maine’s Native American population in accessing credit. The mortgage pool will be used by Four Directions to fund first mortgage loans for tribal members.
- Loan financing and the purchase of low-income housing tax credits for **OCEAN POINTE EAST & WEST**, through the Dwight Street Urban Renewal Associates, to develop a 59-unit affordable seniors apartment complex in Jersey City, NJ. Resident income is restricted to no more than 50% of the area median income.



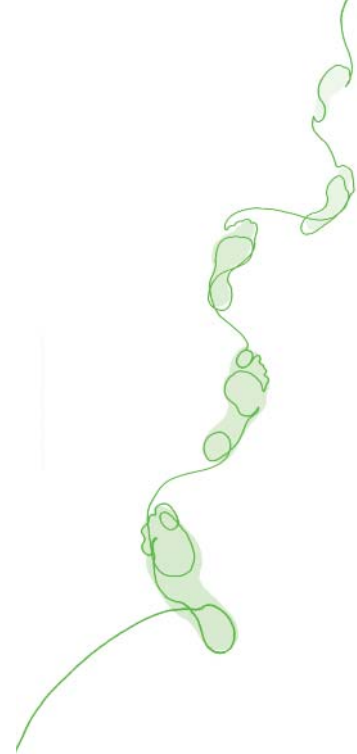
The TD Charitable Foundation’s \$50,000 award enabled Interfaith Neighbors of Asbury Park, NJ, to expand its Rent-to-Own Program. The expansion doubles the number of low- to moderate-income families currently served through this program.



Philadelphia VIP (Volunteers for the Indigent Program) works to keep low-income homeowners in their homes by securing pro bono legal representation for clients facing homelessness and foreclosure through its Law-Works program. The TD Charitable Foundation’s \$100,000 award supports Philly FReE, a nationally recognized program that recruits and trains volunteer attorneys to represent homeowners throughout the foreclosure process.

“The foreclosure crisis has yet to peak in Delaware, and the TD Charitable Foundation’s award will help NCALL address the demand for foreclosure prevention counseling. With a caseload of 500 families so far in 2009, these resources are an important investment in NCALL and a welcome response to this emergency. This award will also foster NCALL’s participation in Delaware’s new Residential Foreclosure Mediation Program.”

Joe Myer, Executive Director, National Council on Agricultural Life and Labor (NCALL), Dover, DE



Through adaptive reuse, vacant mills, unoccupied housing and empty schools that once supported the milling industry in New England are being reborn as affordable housing. Financing from TD Bank enabled North Berwick Affordable Housing to convert this unoccupied woolen mill in North Berwick, ME, to provide 40 units of affordable rental housing for seniors. In addition to loan financing, TD Bank purchased low-income housing and historical preservation tax credits.



Wesley Housing Development Corporation of Northern Virginia received a \$7,500 donation from the TD Charitable Foundation to support TEE-UP! Technology and Education for Everyone program for children, youth and adults in affordable housing communities who might otherwise not have access to technological tools and resources to achieve success in school and in the workplace.



# Investing in Diversity

Creating an inclusive, barrier-free environment where every Customer and Employee feels valued, respected and supported

## BUILDING DIVERSITY IN OUR WORKPLACE

To Build The Better Bank, we need to be competitive and relevant to the diverse communities we serve. By reflecting and better understanding our communities, we can ensure all of our Customers are comfortable doing business with us. We want to be everyone's bank of choice.

We also want to be an employer of choice. Our diversity enables us to attract the best and brightest Employees from the widest pool of talent. By supporting and developing people with a broad range of unique experiences and abilities, we open the door to innovation, cultivate positive change and strengthen our business.

To align with TD's global diversity efforts, TD Bank established its Diversity Leadership Team (DLT) in 2008. The team – led by Chair David Boone and comprising members of TD Bank's Senior Leadership Team – develops and implements key initiatives to ensure an inclusive environment for Employees and Customers.

## DID YOU KNOW?

In 2009, TD Bank:

- Held its first Minority Leadership and Women in Leadership Summits.
- Launched its Employee Pride Network as part of the larger TDBFG network.
- Was named one of "America's Best Places to Work" by the Human Rights Campaign, the largest civil rights organization in the U.S. focused on lesbian, gay, bisexual and transgender (LGBT) equality.

KEY AREAS OF FOCUS	GOAL
Women in Leadership	<ul style="list-style-type: none"> <li>• Increase the representation of women at pre-executive and executive levels by expanding leadership opportunities</li> </ul>
Minorities in Leadership	<ul style="list-style-type: none"> <li>• Increase representation of minorities at senior levels by providing leadership opportunities and enhancing their Employee experience</li> </ul>
People With Disabilities	<ul style="list-style-type: none"> <li>• Implement sustainable, continually improving accessibility programs that provide a positive experience for Employees and Customers</li> </ul>
Lesbian, Gay, Bisexual, Transgender & Allies (LGBTQA)	<ul style="list-style-type: none"> <li>• Provide a comfortable and respectful working and banking environment for our LGBTQA Employees and Customers</li> </ul>
Serving Diverse Communities	<ul style="list-style-type: none"> <li>• Become the bank of choice for diverse communities by focusing on opportunities that have the greatest impact to effectively serve diverse communities</li> </ul>

## SERVING A DIVERSE CUSTOMER BASE

We work hard to make Customers feel comfortable doing business at TD Bank. Whether it's through our multi-language online service and automated banking machine network, our numerous Store locations in diverse communities or our ongoing improvements to the accessibility of our Customer locations, we aim to ensure that our products and services are inclusive and accessible for all.

## CHAMPIONING DIVERSITY IN THE COMMUNITY

Given the significance of diversity within our organization, we also invest in community programs that seek to promote, celebrate and recognize diversity in society overall.



TD Bank sponsored the centennial convention of the National Association for the Advancement of Colored People (NAACP) in New York City.



TD Bank was a bronze sponsor of Boston, MA's Gay Pride Parade, the largest in the city's history. TD Bank Parade Marshals Matt Wildman and Kevin Slattery – both local Store managers – and Employee teams walked under the TD Bank banner.



TD Bank WOW!ed Special Olympics from Maine to Florida by raising funds for the organization's "Be a fan" program. Friends, family members, Customers and Employees all contributed donations, and Employees volunteered at Special Olympic events and maintained a high excitement level throughout the initiative. Thanks to the hard work and dedication of all involved, TD Bank met its goal of raising \$1 million for the program.

# TD Bank Employees Making a Difference

The community spirit and engagement of our 23,000 Employees in partnerships with our communities embody the very core of our corporate citizenship philosophy: Making a Difference Together.



Will MacKinnon, Senior Vice President and Regional Commercial Manager, has coached the Special Olympics' Chittendon County, VT, team since establishing it seven years ago.



### Working to Prevent Hunger

TD Bank volunteers helped Washington, DC's Capital Area Food Bank sort nearly 26 tons of food collected from the Food Bank's December "Stuff a Truck" event in preparation for local distribution. The event collected 51,000 pounds of food and \$100,000 for the organization from the public.



### Kids Change Hunger

TD Bank partnered with the FoodBank of Monmouth and Ocean Counties and Ranney Lower School in Tinton Falls, NJ, to create the Kids Change Hunger campaign. Students filled cardboard coin banks shaped like food delivery trucks and launched their own canned food drive to support the hungry and homeless in their community. Students used TD Bank's free, interactive Penny Arcade coin-counting machines to donate their spare change to the FoodBank account.

### Restoring Communities

TD Bank Employees in Connecticut have participated in the United Way's Day of Caring for the past seven years. In 2009, volunteers delivered emergency meals to the elderly in the Greater Hartford area and painted the walls for the human resources agency's newest elderly housing facility in New Britain, CT. The project kicks off TD Bank's annual United Way campaign and shows our Employees the value of volunteerism and their United Way dollars at work.



### Making Homes Safe

Employees in New York's Hudson Valley joined Rebuilding Together of Dutchess County staff to assist a local Poughkeepsie neighbor with substantial home repairs. The team rebuilt the porch and stairs, replaced the kitchen stove and renovated the yard as part of its continuing partnership with Rebuilding Together.



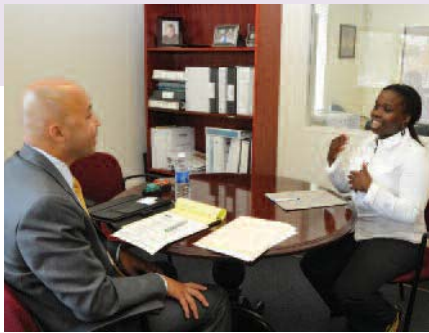


**AIDS Walk New York**

TD Bank Employees supported Gay Men's Health Crisis (GMHC) by counting all the donation envelopes that were collected during the day of the 24th Annual AIDS Walk New York. TD Bank volunteers met at our Wall Street Store and counted donations over the course of two days for the non-profit, volunteer-supported and community-based organization. More than \$5.6 million was raised by this year's AIDS Walk New York.



South Jersey Market President Rob Curley read to students at the Boys & Girls Club of Camden, NJ, about the importance of saving, then WOW!ed them by giving them banks of their own and donating the book to the Club's library.



**Building Strong Futures**

The TD Charitable Foundation's \$7,500 donation to the Goodwill of Greater Washington in Washington, DC, supports its Environmental Services job training program, which provides students with training in occupational skills, conflict resolution, anger management and goal-setting, as well as job search techniques and career coaching in the field of "green" janitorial work. Students graduate with the knowledge they need to secure employment and gain real-life experience.



**Days of Caring**

For the second consecutive year, TD Bank volunteers helped prepare two Girl Scout camps for the summer season. Thirty-five TD Bank Employees volunteered at Camps Sacajawea and Amity Acres in the coastal region of New Jersey to paint, clean out storage sheds, wash camping supplies and organize storage units and office areas during the Girl Scouts of the Jersey Shore's Days of Caring.



For three days, TD Bank Employees volunteered at Eva's Kitchen in Paterson, NJ, serving food to people who visited the center. Eva's Kitchen seats 240 people, serving hot lunches 365 days a year.

# Investing in Our Employees

You can't have a great organization unless you have great people. And we do – 23,000 from Maine to Florida!

## THE BEST TEAM IN BANKING

What's behind the TD Bank difference? Our exceptional Employees. It's because of what we do, every day, that TD Bank is a Customer-service leader, is recognized as one of the world's safest and strongest banks, and is able to make a real difference in the communities in which it is located.

## INVESTING IN WHAT MAKES US DIFFERENT – OUR PEOPLE

In 2009, we invested \$12.1 million in world-class Employee training through e-learning and at TD University campuses from Maine to Florida. More than 47,000 courses were offered at 57 locations across the TD Bank footprint. We dedicated an additional \$2 million in tuition assistance for college and university courses to support our commitment to learning and development.

## CREATING AN EXTRAORDINARY PLACE TO WORK

We are dedicated to creating an unparalleled Employee Experience. In 2009 we:

- Ensured our Employees had a voice through their participation in TD Pulse, a company-wide internal survey conducted twice a year so that we can gauge Employee levels of engagement and take action on the things that matter to them;
- Continued the Integration Pulse survey into the fall of 2009 to gauge Employee feelings and perceptions on how the integration was progressing;
- Transitioned to a common benefits and retirement program for all TD Bank Employees;
- Began to transition to a Personal Performance & Development Program with a common rating system and review dates;
- Launched our campus internship program across the footprint;
- Continued our focus on building a truly diverse and inclusive Employee culture with the inspiration of our Diversity Leadership Team; and
- Expanded our acclaimed Traditions orientation program that inspires new Employees – from senior executives to part-time tellers – to WOW! our Customers every day and in every way.

## DID YOU KNOW?

For the second year in a row, TD Bank University was named one of *Training* magazine's Top 125 Training Organizations Across the Globe.



We're only as good as our dedicated and talented Employees. That's why making TD Bank a great place to work is so important – it's what attracts top people and inspires them to WOW! our Customers!



Exuberant team members at the international Triple Crown of Cycling in Philadelphia, PA, show off the WOW! spirit that turns TD Bank's Customers into FANS.



Employees bring TD Bank's commitment to financial literacy to life through the WOW!Zone program for children in grades K–12. Kristin Jimenez from our South Plainfield Store (NJ) is one of the Bank's nearly 900 trained instructors.



# Investing in Our Customers

Delivering legendary Customer service every day

## BANKING WHENEVER AND WHEREVER YOU'RE READY

TD Bank is synonymous with legendary service and convenience, giving Customers access to in-Store service around their schedules – not ours. That's why TD Bank has 1,028 Stores – and counting – with 14,000 Customer-Facing Employees and the best and longest hours in 100% of our locations. We also offer around-the-clock service through 24-hour online and telephone banking and more than 2,600 ATMs from Maine to Florida.

TD Bank is a member of TD Bank Financial Group of Toronto, Canada, a top 10 financial services company in North America and one of the most financially sound banks in North America. With a wide range of financial products and personalized service, we continue to be a reliable banking partner for individuals and businesses of all sizes. Operational excellence is a cornerstone of how we perform, and we deliver on this every day.

## MEASURING THE CUSTOMER EXPERIENCE

We assess Customer satisfaction and loyalty levels through two programs:

- The Customer WOW! Index (CWI), which measures our Customers' levels of advocacy for our organization and asks them to rate our performance in areas such as demonstrating that we value our Customers and listening carefully to understand their concerns and questions. In 2009, 147,000 interviews were conducted with TD Bank Customers.
- The TD Bank Mystery Shop Program provides feedback on our Customers' perceptions of their in-Store experience – in the lobby and drive-thru, by phone, at our Penny Arcade and with our Customer Service Representatives. "Shops" are performed five to 16 times a month in each Store based on transaction volume and are used to coach Employees and improve our overall Customer service on a regular basis. In 2009, more than 100,000 "shops" were performed throughout the TD Bank network.

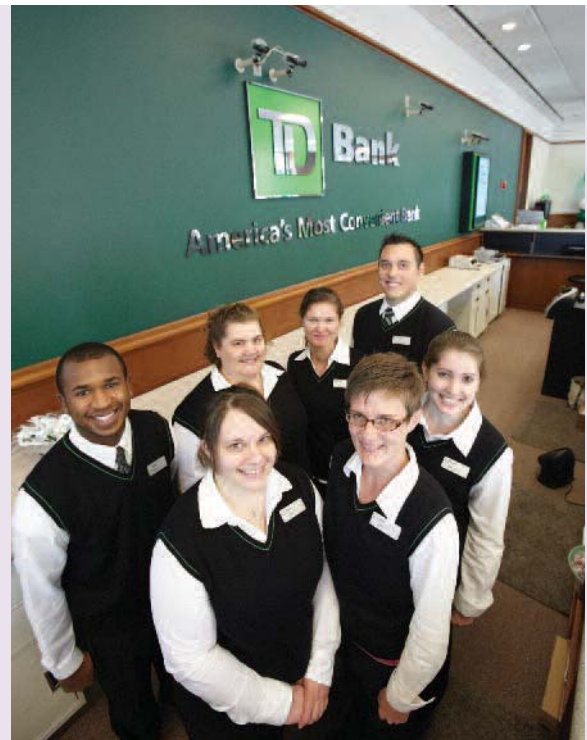


### DID YOU KNOW?

J.D. Power and Associates named TD Bank "Highest in Customer Satisfaction with Retail Banking in the Mid-Atlantic Region" for four years in a row<sup>1</sup> and "Highest in Customer Satisfaction for Small Business Banking" three years in a row<sup>2</sup>. (See note on back page.)



TD Bank President and CEO Bharat Masrani gets in on the "honk sign" fun at the Glastonbury, CT, rebranding celebration. TD Bank, America's Most Convenient Bank, lives up to its name by WOW'ing Customers with 24-hour Customer service, free coin counting and more than 1,500 ATMs from Maine to Florida.



Unparalleled, legendary service is one of the cornerstones of our WOW! service philosophy.

# A Leading North American Company

TD is the sixth largest bank in North America, based on the number of Stores.

We have more than 2,300 retail locations in Canada and the U.S. and serve more than 18 million Customers worldwide. Our vision is to be the best-run, Customer-focused, integrated financial institution, with a unique and inclusive Employee culture.

TD QUICK FACTS 2009	U.S.	CANADA	GLOBAL
Employees	22,893	51,461	75,255
Investment in employee training and development	\$12.1 million*	\$55.6 million	\$67.7 million
Community donations	\$13.9 million	\$37 million	\$50+ million
Customers	6.5+ million	11+ million	18+ million

\*This amount reflects regular training programs and does not include the substantial investment we made on integration training in the U.S.



TD's Guiding Principles represent our most important values. They are "the way we do things around here."

- Deliver legendary Customer experiences
- Be an extraordinary place to work
- Operate with excellence
- Understand our business
- Take only risks we understand and can manage
- Enhance our brand
- Increase Shareholder value

## MORE ON THE WEB

This newsletter provides highlights from our 2009 Corporate Responsibility Report and 2009 Corporate Responsibility Summary Report. Visit [td.com/corporateresponsibility](http://td.com/corporateresponsibility) to view these documents online. Our 2009 Corporate Responsibility Summary Report is also available in print and alternate formats; you can request a free copy online or by calling us at 888-751-9000.

Learn more about how TD Bank and its Employees are contributing to U.S. social, economic and environmental well-being by visiting our website at [tdbank.com/community/our\\_community.html](http://tdbank.com/community/our_community.html)

Front cover: Employees introduce TD Bank's Summer Reading Program to children at PS 169 in Sunset Park, Brooklyn, NY. Unless noted otherwise, references to "2009" mean our 2009 fiscal year (November 1, 2008–October 31, 2009).

<sup>1</sup>TD Bank received the highest numerical score among retail banks in Mid-Atlantic (NY, NJ, PA, MD, DE, DC) region in the proprietary J.D. Power and Associates 2006-2009 Retail Banking Satisfaction Studies<sup>SM</sup>. 2009 study based on a total of 28,570 responses measuring 23 providers in the region and measures opinions of consumers with their primary banking provider. Proprietary study results are based on experiences and perceptions of consumers surveyed in January 2009. Your experiences may vary. Visit [jdpower.com](http://jdpower.com).

<sup>2</sup>T.D. Bank N.A., formerly Commerce Bank, received the highest numerical score in the proprietary J.D. Power and Associates 2007-2009 Small Business Banking Satisfaction Studies<sup>SM</sup>. 2009 study based on 7,226 total responses, measuring 27 financial institutions and measures opinions of small business customers with annual revenues from \$100,000 to \$10 million. Proprietary study results are based on experiences and perceptions of customers surveyed in July-August 2009. Your experiences may vary. Visit [jdpower.com](http://jdpower.com).