
2022 Public Accountability Statement



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Message from the CEO

The last year was a year of change for Fairstone. Change related to the integration of several lines of business. Change due to the expansion of our employee base. Change because we had to operate in a somewhat uncertain macroeconomic environment, with rising inflation and interest rates. But despite all these changes, something fundamental stayed the same. We have remained true to our values and leadership principles, which are central to how we pursue our activities and lead our business.

As a trusted and responsible lender for nearly 100 years, Fairstone actively engages employees, business partners, regulators, customers and communities to create positive change in the places where we live and work.

We have proven over time that supporting our communities makes a difference. Yet, our society faces many challenges too. While prosperity has increased, so has inequality. Each year, we create and support campaigns, events and other initiatives to give back to our communities and reduce inequities.

We also embarked on our Environment, Social and Governance (ESG) journey and formalized our approach to sustainability and diversity, equity and inclusion (DEI) by aligning our corporate strategy with our ambition to create long-term shared value for our stakeholders. I feel privileged to be surrounded by such a fantastic group of people that are Fairstone's employees. Every day, I witness the work accomplished by

these incredibly dedicated people who embody our company's culture. They are the reason why Fairstone can play its part in building a more sustainable economy.

Fairstone is proud to play an active role in the Canadian economy and be there for its clients and partners. To get a good sense of what Fairstone can do, I invite you to read our 2022 Public Accountability Statement, which provides an overview of our efforts in our communities.

Scott Wood

President and Chief Executive Officer
Fairstone Bank of Canada and
Fairstone Financial Inc.

We remained true to our values and leadership principles, central to how we pursued our activities and led our business.

SCOTT WOOD

President and Chief Executive Officer



About Fairstone Bank's 2022 Public Accountability Statement

On January 4, 2021, Fairstone Bank of Canada (formerly “Duo Bank of Canada”) completed its acquisition of 100% of Fairstone Financial Holdings Inc.

On September 1, 2022, Fairstone Bank of Canada, through its wholly owned subsidiary Fairstone Financial Inc., acquired all of the issued and outstanding shares of Eden Park Inc., an Ontario-based company offering automobile financing to near-prime consumers across Canada. Accordingly, the financial information presented elsewhere in this Public Accountability Statement includes the post-acquisition results of Eden Park Inc.

Fairstone Bank of Canada's 2022 Public Accountability Statement details both Fairstone Bank and its subsidiaries' activities, including community engagements, philanthropic activities, charitable donations, paid taxes, number of employees, locations and more. It contains information about the 2022 fiscal year (January 1, 2022 – December 31, 2022) for

Fairstone Bank of Canada and its subsidiaries, Fairstone Financial Inc. and Eden Park Inc. (hereinafter collectively referred to as “us” or “our” or “we” or “Fairstone”). Unless otherwise noted, all dollar amounts are expressed in Canadian currency.

Fairstone's affiliates

Fairstone Bank of Canada's affiliates operates under the following legal entity names, as of December 31, 2022:

- **Fairstone Financial Inc.**
- **Eden Park Inc.**

The information and activities presented in the Public Accountability Statement include those of the Bank and its affiliates.



About Fairstone

Fairstone Bank of Canada and its subsidiary, Fairstone Financial Inc. (hereinafter collectively “Fairstone”), form a leading consumer lending group. Fairstone provides innovative financial services that enable Canadian consumers and businesses to achieve their goals. Collectively, Fairstone offers credit cards and rewards programs, point-of-sale financing through merchant partners, automobile financing via dealerships, and unsecured and secured personal loans and mortgages online and at one of the 247 Fairstone branches coast to coast. With a long-established Canadian history, Fairstone is committed to improving the lives of Canadians with value-driven and accessible financial solutions.



OUR VISION

Improve the lives of Canadians with value-driven and accessible financial products so they can focus on what matters most.

OUR MISSION

Provide clear, simple and flexible financial products that achieve the goals of our customers and partners.

OUR VALUES

Our values serve as a guide for how we execute on our vision and mission. They reflect how we want to behave as employees and as an organization, and are the driving force behind everything we do.

- **Integrity**
We act with integrity and hold ourselves to the highest standards.
- **Respect**
We treat everyone with respect and empathy.
- **Accountability**
We own our role and behave responsibly.
- **Recognition**
We contribute to and celebrate our shared success.
- **Diversity**
We are open to different points of view and embody understanding.
- **Innovation**
We bring forward new ideas, processes and products to create value for our stakeholders.

LEADERSHIP PRINCIPLES

With our mission and values as a foundation for our organization's culture, we also introduced a set of leadership principles that clearly outline our collective aspirations and expectations for all employees across our organization.

We view every member of every team as a leader who contributes to creating positive customer experiences. Our leadership principles help us establish a standard definition of what it means to work at Fairstone.

- Keep our customers at the center of all that we do
- Lead the future with courage and compassion
- Be passionate and empower performance and behaviour
- Treat every dollar as if it were your own
- Collaborate to succeed
- Create positive employee experiences and invest in our people



OUR OPERATIONS

Fairstone offers a suite of financial services designed to enhance customer loyalty, enable business growth and achieve the goals of consumers and businesses.

Fairstone Bank Services

-  Credit Card Services
-  Credit Financing Solutions
-  Related Protection Services
-  Guaranteed Investment Certificates (GICs)

Fairstone Services

-  Unsecured Personal Loans
-  Secured Personal Loans
-  Mortgages
-  Point-of-Sale Financing
-  Auto Financing via EdenPark

Community Engagement

Connecting with people living in the communities where we operate has always been ingrained in our practice to create positive change and contribute towards an inclusive and sustainable future.

Our commitment to our communities includes knowing their distinctive cultures, meeting their specific needs, and creating the foundation for their prosperous future. Our employees invest their time, talent and expertise towards initiatives that assist regional communities across Canada through donations and volunteer work. Over the last five years, our employees have dedicated 3,704 hours to help build stronger communities. We strongly believe our contribution to Diversity, Equity, and Inclusion, as well as Financial Literacy and Community Engagement, is essential to the local communities, and this is why they are the areas where we focus our commitment.



Community Sponsorship Program

We encourage our branches to get involved in their local communities by contributing to and participating in projects that promote the health and well-being of their neighbours. Through the Community Sponsorship Program, we provide funds and volunteers for local community events. Employees actively participate in events, interacting with neighbours and contributing to a positive community atmosphere.

COMMUNITY SPONSORSHIP COMMITTEE

Fairstone’s Community Sponsorship Program is overseen by the Community Sponsorship Committee, composed of members from each of our four geographic areas and from the Corporate Communications team. Its mandate is to:

- **Facilitate collaboration between all teams** across Canada to identify potential sponsorship opportunities in each local community
- **Promote the Fairstone brand** by coordinating and implementing local events across all areas
- **Identify and approve sponsorship opportunities** aligned with one or more key ESG pillars

Examples of organizations we supported in 2022:

- **Truck Convoy for Special Olympics** (Nova Scotia and Manitoba)
- **Great Cycle Challenge Canada**
- **4 Free Meal Days – Durham Outlook for the Needy** (Ontario)
- **Hockey Helps the Homeless** (Nova Scotia)
- **Whoop & Hollar Folk Festival** (Manitoba)
- **Super Strength for Super Kids** (Manitoba)
- **Manitoba Ride for Dad** (Manitoba)
- **JA Invest in Kids Golf Tournament** (Ontario)

COMMUNITY MATTERS MONTH

Our dedication to communities is best demonstrated with Community Matters Month, held each year in September. In 2022, nearly 400 employees participated in volunteering activities and opportunities that supported the well-being of our neighbourhoods. Through this program, we were able to take part in activities and events hosted by 67 Canadian charity organizations to help build stronger, healthier, and happier communities. These activities represented more than 1,033 hours of volunteer work, allowing employees to make a difference in their community.

During this campaign, we launched a Fairstone Food Drive, a nationwide initiative seeking to address the dramatic increase in demand seen by food banks across Canada. Although, the COVID-19 pandemic has significantly impacted live volunteering events and activities, most government-mandated health restrictions were raised across the country and Fairstone employees were able to give back to their community by volunteering in person. Employees donated their time and collected material donations for charity organizations, such as Moisson Montreal, Food for Life, Fredericton Community Kitchens and Harvest Manitoba.

Fairstone also encourages its employees to give back to the community through activities aligned with our ESG pillars. Employees are given a Volunteer Day each year, which provides eight hours of paid leave to employees who volunteer with a registered charity.



Financial Literacy Tools and Partnerships

At Fairstone, we believe financial literacy is essential to all Canadians. We aim to equip people with the necessary tools and skills to feel more confident about making financial decisions. Our employees are committed to helping customers better understand the loan process, and providing them with access to the information they need to build a better financial future. In addition to providing responsible lending solutions, we have developed several initiatives to foster financial literacy.

Whether in person at a branch or through our website, we provide prospective and current borrowers with the tools and information they need to make informed borrowing decisions. This includes:

- **Access to articles, tips and tools on [Fairstone.ca](https://www.fairstone.ca),** which enable borrowers to manage their loans and achieve financial goals
- **Free [online loan calculators](#)** allow website visitors to explore loan options, calculate loan payments and make informed borrowing decisions
- **A series of online articles, infographics and [videos](#)** about borrowing options, creating and maintaining a balanced budget, financial literacy and more
- **[Fraud prevention resources](#)**
- **Access to online account management,** enabling borrowers to proactively manage their loan and track progress

PARTNERSHIP WITH JA CANADA

Fairstone has been a proud partner of JA Canada, the largest youth business education organization in Canada, since 2015. Our annual partnership enables JA Canada to provide students, from coast to coast, in grades 3-12, with the knowledge and confidence they need to succeed in school, as well as foundational financial skills to support their future success in work and life. In 2022, we renewed our yearly \$50,000 agreement to support charters and programs Canada-wide.

We aim to equip people with the necessary tools and skills to feel more confident about making financial decisions.

FINANCIAL LITERACY MONTH

Each November, we join many organizations dedicated to strengthening financial literacy in Canada. For the 2022 Financial Literacy Month, we engaged with Canadians from coast to coast to promote financial literacy and helped them build the financial skills they need to make sound decisions about their finances.

We also worked year-long with partners such as Sun Life Financial and JA Canada to help our employees, customers and communities develop their financial literacy. For example, employees were offered two instructive webinars to help develop their financial literacy skills: one in partnership with Sun Life, and the other hosted by Fairstone's CFO. We also created an article series and **[credit score quick guide](#)**, describing the best things borrowers can do to improve their credit score.

Donations and Fundraising Campaigns

CORPORATE DONATIONS

At the corporate level, Fairstone supports non-profit organizations with mandates that complement our identified corporate social responsibility pillars, and which have a regional or national reach.

Following this principle, Fairstone donated \$25,000 to the Canadian Red Cross in 2022 to help respond to the urgent needs of displaced Ukrainians as they start building a new future in Canada. This donation helped bridge the gaps in social services for arriving Ukrainians and their families, including immediate and ongoing essential services such as basic hygiene products, lodging, food stability, financial support and psychosocial aid.

Fairstone also believes that diversity and gender equality are critical to the health, productivity, and success of organizations, both from an employee and business standpoint. Therefore, for the second consecutive year, we renewed our \$20,000 partnership with the Canadian Women's Foundation and continue to work with them on initiatives helping women, girls and gender-diverse people move out of poverty.

Also for the second year in a row, Fairstone was one of the main contributors to the Douglas Foundation's Building Hope Tournament, a one-of-a-kind benefit event that raises funds for the Douglas Foundation and awareness around mental health problems. Our \$25,000 corporate donation aims to help fund projects stemming from the Foundation's integrated approach, which combines cutting edge research and critical care for patients.

Supporting and investing in our communities' health and well-being is an integral part of who we are as a company.

CORPORATE FUNDRAISING CAMPAIGNS

As a community-based lender, people are the cornerstone of our business. Supporting and investing in our communities' health and well-being is an integral part of who we are as a company.

Over the years, because of the work Fairstone employees accomplish every day, we know that they believe in giving everyone a chance to develop their potential for the benefit of our communities. The annual United Way campaign was another excellent opportunity to rally teams around a national and common cause to break the cycle of poverty and social exclusion, which strongly resonates with Fairstone's values. This year, we raised \$173,462 in employee and cash donations, which was distributed to more than 5,000 Canadian communities served by local United Way chapters across the country. As a recognition of employees donating the equivalent of one hour's pay each month through payroll deductions, Fairstone gives donors an Angel Day, an additional day of planned time off. Since 2018, Fairstone has given 1,309 Angel Days to employees who participated in the United Way fundraising campaign.

For the sixth year in a row, Fairstone employees also supported Leucan, an organization based in Quebec dedicated to helping children with cancer and their families face daily challenges. For the 2022 edition, 67 employees gathered at various locations in Quebec for a 15 km run followed by a Shaved Head Challenge. With all the organized activities, Fairstone and its employees were able to raise \$51,000 to help Leucan fulfill its mission.

Supporting Customers, Employees and Special Populations

Everything we do revolves around our customers and we strive to make them feel understood and valued when they use and we offer our credit products.

We focus our efforts and those of our teams on delivering successful interactions and experiences, and continually explore, test and evaluate our products and services to create greater customer trust and loyalty. We leverage research and other data to provide insights into customer needs and desires, and to understand how they can thrive alongside us. This allows us to develop products and services that propel and enable our customers' and partners' success.



Access to Banking for Our Customers

We serve clients with diversified credit profiles, including seniors, people with disabilities and low-income individuals. With a long-established Canadian history, and an appetite for continuous learning, our credit products are designed to suit customers' borrowing needs, including those whom traditional financial institutions underserve due to their credit history. By tailoring our products to the customer and offering a variety of borrowing options – from credit cards to financing options to personal loans – we enable both prime and near-prime customers to access the credit they need to achieve their goals. We offer these options with a simple application process online, at retail partner locations, and in our 247 branches across Canada.

| CREDIT CARD CUSTOMERS

Fairstone issues credit cards tailored to support our partners' business while providing their customers with competitive products that support their spending needs backed by the security and convenience of Mastercard®.

Fairstone is a long standing-partner of Walmart in helping Canadians save money and live better. By using the Walmart Rewards Mastercard for their everyday spending, time-sensitive and financially stretched Canadian families can save even more when earning and redeeming Walmart Reward Dollars at Walmart stores in Canada and at Walmart.ca. Month after month, cardholders save millions of dollars on top of already everyday low prices! The number of Canadians that do just that grows annually. Walmart shoppers can

apply online in minutes, or at any store, through a Walmart store associate or by simply scanning a QR code. And once approved, they can join over half a million customers in choosing to manage their account and receive their monthly statements online. Not only are they reducing the use of paper, they are also getting rewarded \$10 Walmart Reward Dollars by doing so.

Credit cards tied to the equity of the customers' homes are offered through our partner's mortgage broker network which can guide customers through the application process. They are designed to fund customers' projects and personal needs, helping to make life more affordable and for consumers to enjoy the flexibility to make larger purchases backed by a larger limit.

| LOAN CUSTOMERS

We develop personalized borrowing solutions for near-prime Canadians who need access to funds, whether for an urgent expense or to consolidate and pay off debt. Borrowers can also use a Fairstone loan to help rebuild credit, as it provides the opportunity to make sound financial decisions related to on-time payments. They also have the choice to use a loan proactively for debt management via debt consolidation.

The customers receiving Fairstone loans and mortgages are generally in the near-prime credit space. In order to best serve Fairstone's diverse customer base, which stretches across Canada in rural, urban and metropolitan markets, we offer omnichannel customer loan application and servicing. Customers can apply in person with a lending specialist at one of the 247 Fairstone branches. They can also call into one of those branches to apply by phone. For more remote customers or those inclined to apply online, customers may apply at Fairstone.ca at any time and on any device.

Our loan customers benefit from fixed interest rates and terms. These product features enable borrowers to maintain a consistent repayment schedule and keep their budget on track.

Fairstone Lending Specialists are trained to be open, honest and consistent with our terms and processes. Beyond disclosing them, we work to ensure customers have a clear understanding. Additionally, Fairstone employees and systems ensure that loans are tailored to each customer's unique needs and circumstances.

FINANCING CUSTOMERS

Fairstone provides point-of-sale financing programs across several key segments tailored to help Canadian businesses grow while giving their customers the convenience and flexibility they need to pay for large-ticket items over time.

In 2022, we made significant investments in extending our Retail Point-of-Sale (RPOS) financing footprint by onboarding large-scale merchants that now offer our RPOS financing solutions to customers needing financing, mainly for large-ticket purchases.

From furniture, to electronics, to service segments such as dentistry, optometry and veterinary medicine, Fairstone offers frictionless omnichannel financing through its online application which lets consumers apply for financing anytime, anywhere, on any device with an instant credit decision. Over the last two years, Fairstone invested significantly in the technology underlying the customer and intermediary experience, including a paperless e-financing initiative.

We also offer instalment loan financing for the purchase of a vehicle through our network of dealerships. Our automobile loans are secured by the vehicle and are fixed-rate, fixed-payment and fully amortizing. On September 1, 2022, Fairstone expanded its automobile financing business with the acquisition of Eden Park Inc., an Ontario-based company offering automobile financing to near-prime consumers across Canada. The Eden Park acquisition firmly establishes our market position as a major player in the automobile financing industry while adding a growing and well-performing portfolio, supported by a nationwide network of over 2,800 active automobile dealer partnerships.

DIGITAL LENDING

We continuously invest in digital innovation and transform our operations to meet and adapt to ensure our products stay in sync with an ever-changing environment.

We continue to improve our financial services for individuals needing access to borrowing options. In 2022, we invested in two significant digital improvements to enrich our customer experience:

Existing branch customers gained the ability to renew their loans through their online account management, providing simple and secure access to responsible credit. Existing Retail Point-of-Sale customers who received a loan offer from us were able to apply online for a personal loan by accessing our

Retail Point-of-Sale online platform at any time, offering the same simple and secure access to credit.

These two digital improvements enable customers to upload supporting documents online and sign loan documents electronically without requiring an in-branch visit. Digital lending has proven to be highly effective in meeting customers' needs and preferences as they are able to apply for a loan anywhere, anytime and on any device. Consumers who qualify for a loan can receive a no-obligation loan quote in minutes, and if they choose to take out the loan, they may receive the money in their bank account in as little as 24 hours. This year, almost 60% of loans were closed digitally.



This year, almost 60% of loans were closed digitally.

Supporting Seniors

As a trusted lender for nearly 100 years, Fairstone recognizes the importance of supporting the needs of seniors with several initiatives:

CODE OF CONDUCT FOR THE DELIVERY OF BANKING SERVICES TO SENIORS

As a member of the Canadian Bankers Association, Fairstone adopted the *Code of Conduct for the Delivery of Banking Services to Seniors* (the “Code”) in 2019. This voluntary Code of Conduct sets out principles to guide banks that deliver banking products and services to seniors in Canada. For the purposes of the Code, a “senior” is an individual in Canada who is aged 60 or older and is transacting for non-business purposes.

Since 2021, Fairstone has a designated Senior’s Champion whose role is to promote the interest of seniors with the Company. The duties of the Seniors’ Champion include providing leadership in the implementation of the Code, promoting and raising awareness of matters affecting seniors, and engaging with seniors, subject matter experts and organizations representing seniors. To that effect, in 2022, Fairstone conducted a consultation with seniors within our communities where our primary focus was to better understand their preference and ability with digital vs. other means of communications for their financial services.

COMMUNICATION WITH SENIORS

Our employees and representatives are trained to deliver high-quality customer service that considers the needs of seniors and undergo annual training on communicating with and providing services to them. At any time, senior customers with accessibility requests may contact the Customer Care Centre to request client communication materials.

FINANCIAL ABUSE AND FRAUD PROTECTION RESOURCES FOR SENIORS

Over the years, Fairstone created dedicated resources and enhanced its websites with information to support seniors’ ability to manage their finances better, avoid financial abuse and protect themselves from fraud, including telemarketing scams, theft and identity fraud and ways to prevent financial elder abuse. This information is also available physically upon request.



People With Disabilities

At Fairstone, diversity, equity and inclusion (DEI) has always been part of our DNA. As one of our core values, DEI is based on the principle that a person’s differences in experiences and unique perspectives are what help our communities grow stronger. We are committed to ensuring equitable treatment for those with disabilities. In addition to providing employee training and designing facilities that ensure people with disabilities are able to maintain their dignity and independence, we actively seek to prevent barriers and remove obstacles faced by people with disabilities, including barriers to accessibility. As part of this work, we ensure ongoing adherence to accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

DESIGN OF PUBLIC SPACES

We meet the *Accessibility Standards for the Design of Public Spaces* when building or making major modifications to public spaces. We have put the following procedure in place to prevent service disruptions to the accessible parts of its public spaces:

- Fairstone is advised by property management any time there is a disruption of services or access to the building(s) by the public.
- We provide temporary arrangements where necessary to accommodate public access to our business offices when accessibility is impacted.

In the event of a service disruption, we will notify the public of the service disruption and the available alternatives.

INFORMATION AND COMMUNICATIONS

We are committed to meeting the communications needs of people with disabilities. To that effect, we consult with individuals with disabilities to determine their specific information and communication needs. Fairstone’s websites and website content – [FairstoneBank.ca](https://www.fairstonebank.ca) and [Fairstone.ca](https://www.fairstone.ca) – conform to WCAG 2.0, Level AA requirements.

We are dedicated to providing feedback processes that are accessible to people with disabilities upon request, including:

- Multiple feedback channel options such as email, telephone or regular mail
- Updates to the “Accessibility” section of Fairstone’s website – [Fairstone.ca](https://www.fairstone.ca) – to include additional contacts for people with disabilities



ACCESSIBLE EMERGENCY INFORMATION

We are committed to providing customers and clients with publicly-available emergency information in an accessible way upon request. We also provide employees with disabilities with individualized emergency response information when necessary.

TRAINING

Fairstone provides training to employees, volunteers and other staff members on Ontario's accessibility laws and the Human Rights Code relating to people with disabilities. Training is provided in a way that best suits their duties.

We ensure all employees are provided with the training needed to meet Ontario's accessibility laws. In addition to providing initial training to all new employees as soon as possible, Fairstone offers ongoing training for employees with special attention given to any changes to the policies, practices and procedures governing the provision of goods or services to people with disabilities.

ACCESSIBLE EMPLOYMENT

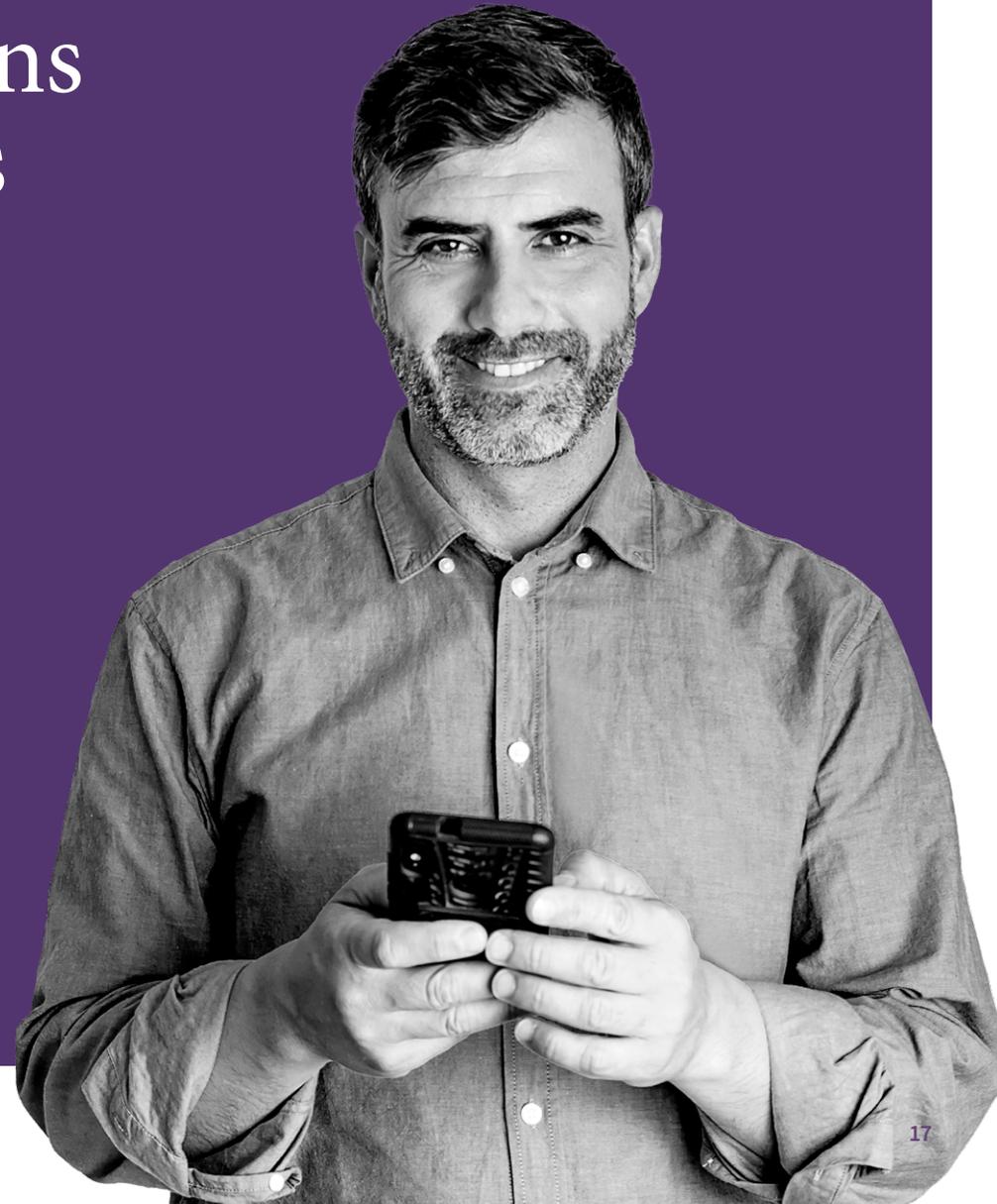
We are committed to fair and accessible employment practices and foster an environment of respect and inclusivity. From our "Careers" website to our application forms, candidates know at the onset of their application that Fairstone is an equal opportunity employer. We accommodate people with disabilities during the recruitment and assessment processes, and when people are hired.

We also have a process for developing individual accommodation plans and return-to-work policies for employees absent due to a disability.



We accommodate people with disabilities during the recruitment and assessment processes, and when people are hired.

Public Consultations and Commitments



Listening to What Our Customers and the Public Have to Say

Customer service is central to our purpose of designing loans suitable to customers' borrowing needs.

To continue providing excellent customer service and improving our performance measures, twice per year, we survey Fairstone direct lending customers of various tenors who have closed a loan in the preceding 90 days. For our Retail Point-of-Sale customers, we measure our customer satisfaction annually to better understand how customers feel about the value we offer. These consultations allow us to discern our customers' needs and realities, and to adapt our product offering.

It is important to us that our products meet the needs of our customers.



■ PUBLIC CONSULTATIONS

It is important to us that our products meet the needs of our customers. Where there are opportunities, we conduct surveys related to products and services, and collect primary research regarding the experience of acquiring those services. Additionally, we survey members of the general public to identify trends or emerging issues that may impact our customers and Canadian consumers in general.

In 2022, our consultations centered around existing products and services, customer satisfaction, application experience, and understanding and ensuring accurate support for the needs of special populations, in particular with a consultation with seniors within our communities where our primary focus was to better understand their preference and ability with digital vs. other means of communications for their financial services.

Moving forward, we will also look for opportunities to engage in consultations related to our complaint-handling process.

Voluntary Codes of Conduct and Public Commitments

To help ensure that our consumers' rights are protected, we have adopted several Voluntary Codes of Conduct and Public Commitments, which are non-legislated commitments, voluntarily made by companies, associations and other organizations. The following guidelines outline the high standards and level of service consumers can expect when doing business with us.

VOLUNTARY CODES OF CONDUCT

- Code of Conduct for the Credit and Debit Card Industry in Canada
- Code of Conduct for the Delivery of Banking Services to Seniors
- Code of Conduct - Mortgage Prepayment Information
- Code of Conduct - Authorized Insurance Activities (Canadian Bankers Association)
- Principles of Consumer Protection for Electronic Commerce

PUBLIC COMMITMENTS

- Commitment on Modification or Replacement of Existing Products or Services
- Commitment to Provide Information on Mortgage Security
- Mastercard Zero Liability
- Plain Language Mortgage Documents

Our customers can access these documents on [FairstoneBank.ca](https://www.fairstonebank.ca) and [Fairstone.ca](https://www.fairstone.ca). The voluntary codes of conduct and public commitments applicable to Fairstone are also available at our branches.

About Our Employees

At Fairstone, we believe in empowering our employees to reach their full potential. It's fundamental to foster a work environment that respects people's dignity, ideas, and beliefs, and promotes equity, diversity and inclusion to retain and attract the best talent. Fairstone provides a supportive workplace and a corporate culture that acknowledges and encourages equal opportunities for all employees to thrive and continuously deliver on our mission. We proudly employ nearly 1,800 employees across Canada through our branch network or corporate, point-of-sale and automobile financing positions.

BRANCH NETWORK

We help near-prime Canadian borrowers find loan solutions that fit their needs and budgets. Our employees have an excellent customer service background or experience in a retail environment.

POINT-OF-SALE AND AUTOMOBILE FINANCING

Our employees offer business-to-business solutions, including Retail Point-of-Sale financing and automobile financing via dealer partners across Canada.

CORPORATE POSITIONS

We have corporate offices in Montreal, Toronto, London and Etobicoke. From Accounting to Marketing, Communications, Risk Management, Human Resources, Operations, Customer Service and more, we offer rewarding roles that provide growth and recognition opportunities.

Active Paid and Unpaid Employees Per Province as of December 31, 2022

Province/Territory	Full time	Part-time	Total
Alberta	133	1	134
British Columbia	87	7	94
Manitoba	51	2	53
New Brunswick	44	4	48
Newfoundland and Labrador	56	2	58
Northwest Territories	1	0	1
Nova Scotia	52	2	54
Nunavut	0	0	0
Ontario	529	12	541
Prince Edward Island	6	0	6
Quebec	667	79	746
Saskatchewan	36	0	36
Yukon	3	0	3
TOTALS	1665	109	1774

Income Taxes Paid or Payable in Canada

Fairstone* is proud to play an active role in the Canadian economy. For the year ending December 31, 2022, we paid a total of \$87,126,703.93 in income taxes. The table below summarizes our 2022 tax expenses paid and payable in all Canadian jurisdictions, as applicable.

Federal/province/territory	Income taxes
Federal	\$48,168,383
Alberta	\$2,630,086
British Columbia	\$2,252,498
Manitoba	\$1,296,840
New Brunswick	\$1,641,173
Newfoundland and Labrador	\$1,928,789
Northwest Territories	\$57,208
Nova Scotia	\$1,572,783
Nunavut	\$0
Ontario	\$18,077,128
Prince Edward Island	\$255,683
Quebec	\$8,091,463
Saskatchewan	\$1,069,687
Yukon	\$84,983
TOTAL	\$87,126,703.93

*Note: No capital taxes were paid or payable in respect of Fairstone's financial year.

Debt Financing, Small Businesses and Micro-Credit

Fairstone did not issue debt financing to firms or individuals in Canada during the period under review. Moreover, we did not provide financing for small businesses, nor did we provide investments or partnerships in micro-credit programs.



Our Operating Spaces

Our corporate offices are located in Montreal, Toronto, London and Etobicoke. Additionally, Fairstone has 247 branch locations in communities across Canada.

BRANCHES OPENED, CLOSED AND RELOCATED IN 2022

Fairstone offers unsecured and secured personal loans and mortgages to Canadian customers online and in person in 247 Fairstone branches coast to coast. As a community-based lender, we understand the importance of the role we play in our communities. When making decisions about changes to our branch network, we carefully consider the interests of our customers, employees and communities. In 2022, Fairstone opened four branches and relocated five of its branches. No branch locations were closed in 2022.

Newly Opened Branch Locations

ADDRESS	CITY	PROV.	POSTAL CODE
3815 51 Street SW, #128	Calgary	AB	T3E 6V2
9902 93 Street, Unit 2	Fort Saskatchewan	AB	T8L 4K8
36 Churchill Crescent	St. Thomas	ON	N5R 1N9
20 rue Principale E.	Sainte-Agathe-des-Monts	QC	J8C 1J4

Relocated Branches

BRANCH	PREVIOUS ADDRESS	RELOCATED TO	CITY, PROVINCE
Calgary	340 Midpark Way SE, Unit 300	240 Midpark Way SE, #34	Calgary, AB
Fredericton	102 Main Street, Unit 101E	102 Main Street, Unit 6	Fredericton, NB
Montreal	1200 McGill Avenue, 11 ^e étage	2027 rue Metcalfe	Montreal, QC
St-Albert	506B St. Albert Trail - suite 206	200 Boudreau Road, Unit #100	St Albert, AB
Yarmouth	372 Main Street	368 Main Street, Suite 200	Yarmouth, NS

ALL OTHER BRANCH LOCATIONS

Alberta		
ADDRESS	CITY	POSTAL CODE
3 Stonegate Dr NW unit 111	Airdrie	T4B 0N2
9683 MacLeod Trail SW.	Calgary	T2J 0P6
3012 17 Avenue SE., Unit 21G	Calgary	T2A 0P9
5010 4 th Street NE., Unit 24	Calgary	T2K 5X8
3430 Sunridge Way NE.	Calgary	T1Y 7K5
8060 Silver Springs Blvd. NW., Unit 162	Calgary	T3B 5K1
4916 130 th Avenue SE., Unit 531	Calgary	T2Z 0G4
5216 50 Avenue, PO Box 510	Cold Lake	T9M 1P2
12835 140 Avenue	Edmonton	T6V 1P1
9931 170 Street	Edmonton	T5P 4S2
13823 42 Street NW	Edmonton	T5Y 3E1
3454 99 Street NW	Edmonton	T6E 5X5
3916 17 Street NW.	Edmonton	T6T 0C2
5704 19A Avenue NW	Edmonton	T6L 1L8
Victoria Common 330 - 45 Street, Unit 103	Edson	T7E 1C3
8706 Franklin Avenue, Suite 401	Fort McMurray	T9H 2J6
10320, 111 Street, Unit 104	Grande Prairie	T8V 7L3
1320 Mayor Magrath Drive S.	Lethbridge	T1K 2R2
4910 50 Avenue	Lloydminster	T9V 0W6
1424 Southview Drive SE., Suite 103	Medicine Hat	T1B 4E7
9810 100 Street, PO Box 6329	Peace River	T8S 1S2
6791 50 th Avenue, Unit 16, Pine Plaza	Red Deer	T4N 4C9
975 Broadmoor Blvd., Unit 60	Sherwood Park	T8A 5W9
183 Highway 16A, Suite 107	Spruce Grove	T7X 4P9

British Columbia		
ADDRESS	CITY	POSTAL CODE
32915 South Fraser Way, Unit A	Abbotsford	V2S 2A6
3355 North Road, Unit 160	Burnaby	V3J 7T9
4361 Kingsway, Unit 3	Burnaby	V5H 1Z9
8236 Eagle Landing Parkway, Ste 602	Chilliwack	V2R 0R5
468 29 th Street, Unit 5	Courtenay	V9N 7S7
535 Victoria Avenue North, Unit 306	Cranbrook	V1C 6S3
2763 Beverly Street, Unit 108	Duncan	V9L 6X2
9840 100 Avenue	Fort St. John	V1J 1Y5
286 St. Paul Street, Unit 100	Kamloops	V2C 6G4
#7 - 2121 Springfield Road Kelowna, BC	Kelowna	V1Y 7X1
6339 200 th Street, Suite 306	Langley	V2Y 1A2
1100 Princess Royal Avenue, Unit 20	Nanaimo	V9S 5R5
116-2436 Skaha Lk Rd	Penticton	V2A 6E9
4152 Redford Street, Unit 203	Port Alberni	V9Y 3R5
1080 A Victoria Street	Prince George	V2L 2L2
12101 72 nd Avenue, Unit 141	Surrey	V3W 2M1
4664 Lakelse Avenue	Terrace	V8G 1R4
1301 Bay Avenue	Trail	V1R 4A7
5540 Cambie Street	Vancouver	V5Z 3A2
2788 East Hastings unit 101	Vancouver	V5K 1Z9
2601 Highway 6, Unit 4	Vernon	V1T 5G4
2950 Douglas Street, Unit 150	Victoria	V8T 4N4
77C Second Avenue North	Williams Lake	V2G 1Z3

Manitoba		
ADDRESS	CITY	POSTAL CODE
839 18 th Street, Unit 1	Brandon	R7A 5B8
1800 Saskatchewan Avenue West Unit 50	Portage la Prairie	R1N 0N9
1014 Manitoba Avenue, Unit 6	Selkirk	R1A 4M2
725 Thompson Drive South, Unit 1	Thompson	R8N 0C7
390D 1 st Street	Winkler	R6W 2R6
131 Provencher Blvd., Unit 113	Winnipeg	R2H 0G2
11 Reenders Drive, Unit 47	Winnipeg	R2C 5K5
2188 McPhillips Street, Unit 18	Winnipeg	R2V 3C8
1504 St. Mary's Road, Unit 13	Winnipeg	R2M 3V7
3380 Portage Avenue, Unit 5	Winnipeg	R3K 0Z1

New Brunswick		
ADDRESS	CITY	POSTAL CODE
1173 St Peter Ave, Unit 4	Bathurst	E2A 3A1
25, boul. St-Pierre Ouest, bureau 19	Caraquet	E1W 1B8
10 rue Emmerson	Edmundston	E3V 1R7
1055 Prospect Street, Unit 4	Fredericton	E3B 3B9
PO Box 7151, 296 Broadway Blvd.	Grand Falls	E3Z 2K2
PO Box 29, 360 Pleasant Street	Miramichi	E1V 3M2
300 Main Street, Suite F-1	Moncton	E1C 1B9
30 Wyse Street, Unit 2	Moncton	E1G 0Z5
9379 Main Street, Unit 2	Richibucto	E4W 4B6
418 Rothesay Ave.	Saint John	E2J 2C4
30 Plaza avenue Unit 68	Saint John	E2M 0C3
C.P. 3676, succursales Bureau chef	Tracadie Sheila	E1X 1G5
307 Connell Street, Unit 8	Woodstock	E7M 1L3

Newfoundland		
ADDRESS	CITY	POSTAL CODE
PO Box 440, Conception Bay Highway	Bay Roberts	A0A 1G0
120 Columbus Dr, T.C Square	Carbonear	A1Y 1B3
76 Manitoba Drive, Suite C	Clarenville	A5A 1K6
PO Box 250, 1 Mount Bernard Avenue	Corner Brook	A2H 6Y5
12 Church Street	Deer Lake	A8A 1E1
PO Box 384, 75 Elizabeth Drive	Gander	A1V 1W8
14 Pinsent Drive, Blackmore Building	Grand Falls-Windsor	A2A 2R6
PO Box 700, Station B, 176A Hamilton River Rd.	Happy Valley	A0P 1E0
PO Box 550, 138B Main Street	Lewisporte	A0G 3A0
PO Box 490, Columbia Drive	Marystown	A0E 2M0
109 East Street, Unit 103	St. Anthony	A0K 4S0
25 Kenmount Road, Suite 15	St. John's	A1B 1W1
60 Hamlyn Road	St. John's	A1E 5X7
464 Torbay Road	St. John's	A1A 5J3
PO Box 238, 90 Main Street	Stephenville	A2N 2Z4

Nova Scotia		
ADDRESS	CITY	POSTAL CODE
211 South Albion Street	Amherst	B4H 2X2
28 Davison Drive	Bridgewater	B4V 3T2
114 Woodlawn Road, Unit 19A	Dartmouth	B2W 2S7
7071 Bayers Road, Suite 282	Halifax	B3L 2C2
201 Chain Lake Drive, Unit 5	Halifax	B3S 1C8
799 Sackville Drive	Lower Sackville	B4E 1R6
201 Churchill Drive, Suite 301	Membertou	B1S 0H1
610 East River Road, Aberdeen Mall	New Glasgow	B2H 3S2
8927 Commercial Street, Unit 1	New Minas	B4N 3E2
121 King Street	North Sydney	B2A 3S1
68 Robie Street, Unit 187	Truro	B2N 1L2

Northwest Territories		
ADDRESS	CITY	POSTAL CODE
4817 49 Street, Unit 27	Yellowknife	X1A 3S7

Ontario		
ADDRESS	CITY	POSTAL CODE
515 Bryne Drive, Unit C	Barrie	L4N 9P7
54 Cedar Pointe Drive, Unit 1207	Barrie	L4N 5R7
305 North Front Street, Unit 15	Belleville	K8P 3C3
370 Main Street North, Unit 105	Brampton	L6V 4A4
148 Queen Street East, Unit 1	Brampton	L6V 1B2
2 County Court Blvd, Suite 400	Brampton	L6W 3W8
265 King George Road	Brantford	N3R 6Y1
1981 Parkdale Avenue, Unit C	Brockville	K6V 0B4
2080 Appleby Line, Suite E7	Burlington	L7L 6M6
561 Hespeler Road, Unit 20	Cambridge	N1R 6J4
453 St. Clair Street	Chatham	N7L 3K8
900 Division St, Unit 105	Cobourg	K9A 5V2
1170 Pitt Street	Cornwall	K6J 3T2
28B Earl Avenue	Dryden	P8N 1X5
400 Center Street, Unit 2	Espanola	P5E 1G3
288B Scott Street	Fort Frances	P9A 1G1
218 Silvercreek Parkway North, Suite 12	Guelph	N1H 8E8
1317 Barton Street East, Unit H5	Hamilton	L8H 2V4
1405 Upper Ottawa Street	Hamilton	L8W 3J6
105 Main Street East	Hawkesbury	K6A 1A1
66 King William Street, Unit 1	Huntsville	P1H 1G3
474 Hazeldean Road	Kanata	K2L 4E5
2878 County Road 43, Unit 5	Kemptville	K0G 1J0
308 2 nd Street South, Unit 12	Kenora	P9N 1G4

ADDRESS	CITY	POSTAL CODE
795 Gardiners Road	Kingston	K7M 7E8
1006 Princess Street, Suite 104	Kingston	K7L 1H2
655 Fairway Road South, Unit B5	Kitchener	N2C 1X4
370 Kent Street West	Lindsay	K9V 6G8
245 Wallace Avenue North	Listowel	N4W 1L1
555 Wellington Road South, Suite 4B	London	N6C 4R3
320 Clarke Road, Unit 1B	London	N5W 6G4
4981 Highway 7 East, Unit 7	Markham	L3R 1N1
845 King Street, Unit 3	Midland	L4R 0B7
500 Steeles Avenue, Unit 1	Milton	L9T 3P7
1170 Burnhamthorpe Road West, Unit 29	Mississauga	L5C 4E6
801 Matheson Blvd. West, Unit 11&12	Mississauga	L5V 2N6
1843 Merivale Road, Suite A	Nepean	K2G 1E3
PO Box 1420, 4 Whitewood Avenue	New Liskeard	P0J 1P0
130 Davis Drive, Suite 2454, Box 10	Newmarket	L3Y 2N1
975 McKeown Avenue, Suite M1	North Bay	P1B 9P2
1110 Finch Avenue West, Unit 45	North York	M3J 2T2
734 Sheppard Ave E, Unit 1	North York	M2K 1C4
2010 Winston Park Drive, Suite 200	Oakville	L6H 5R7
190 Memorial Avenue	Orillia	L3V 5X8
2034 St Joseph Boulevard	Orleans	K1C 1E6
300 Taunton Road East, Unit 12	Oshawa	L1G 7T4
580 King Street West	Oshawa	L1J 7J1
116 Albert Street, 3 rd floor, Office 320	Ottawa	K1P 5G3

Ontario		
ADDRESS	CITY	POSTAL CODE
585 Montreal Road, Suite 7	Ottawa	K1K 4K3
845 10th Street West, Unit 3	Owen Sound	N4K 6S1
PO Box 370, 1324 Pembroke Street West	Pembroke	K8A 6X6
809 Chemong Road, Suite 26	Peterborough	K9H 5Z5
1725 Kingston Road, Unit 8	Pickering	L1V 4L9
10520 Yonge Street	Richmond Hill	L4C 3C7
27 Great Northern Road	Sault Ste Marie	P6B 4Y4
10 Milner Business Court, Suite 360	Scarborough	M1B 3C6
2564 Lawrence Avenue East	Scarborough	M1P 2R7
45 Kent St. North	Simcoe	N3Y 3S1
350 Ontario Street, Unit 15	St. Catharines	L2R 5L8
1060 Ontario Street, Unit 5	Stratford	N5A 6Z3
1532 Lasalle Boulevard	Sudbury	P3A 1Z7
831 North May Street	Thunder Bay	P7C 3S2
425 Algonquin Boulevard	Timmins	P4N 1B5
2471 St. Clair Avenue West, Unit 2	Toronto	M6N 4Z5
151 Yonge Street, Suite 1100	Toronto	M5C 2W7
1920 Yonge Street, Suite 200	Toronto	M4S 3E2
3250 Bloor St West, East Tower, Suite 600	Toronto	M8X 2X9
283 Dundas Street East, Unit B	Trenton	K8V 1M1
9131 Keele Street, Suite A4	Vaughan	L4K 0G7
75 King Street South, Unit 55	Waterloo	N2J 1P2

ADDRESS	CITY	POSTAL CODE
21 Seaway Drive	Welland	L3C 7J5
2991 Longfellow Avenue	Windsor	N9E 2L3
925 Dundas Street East, Unit 4	Woodstock	N4S 8V3
889 Exmouth Street	Sarnia	N7T 5R3
2601 Lauzon, Parkway, Unit 625	Windsor	N8T 3M4

Prince Edward Island		
ADDRESS	CITY	POSTAL CODE
201 Buchanan Drive, Unit 6	Charlottetown	C1E 2E4
454 Granville Street, Suite 11	Summerside	C1N 4K7

Quebec		
ADDRESS	CITY	POSTAL CODE
725, Chemin du Pont Taché	Alma	G8B 5B7
905, Boul Laflèche	Baie-Comeau	G5C 1C7
230, Brébeuf, suite 101	Beloeil	J3G 5P3
400, Boul Du Curé-Labelle, Bureau 2 et 3	Blainville	J7C 2H2
6185, boul. Taschereau, bureau 117	Brossard	J4Z 1A6
31, Rue Commerciale Ouest, Bureau 101	Chandler	G0C 1K0
8465, boul. Henri-Bourassa suite 113	Charlesbourg	G1G 4E1
119D, boul. D'Anjou	Châteauguay	J6J 2R2
743, boul. Barrette	Chicoutimi	G7J 4C4
1708, boul. Walberg, Suite 2	Dolbeau	G8L 1H6
4876, des Sources	Dollard	H8Y 3C7
520, boul. St-Joseph, bureau 5	Drummondville	J2C 2B8
167, rue de la Reine, 2 ^e étage	Gaspé	G4X 2W6
455, Boul. Greber, bureau A	Gatineau	J8T 5T7
500, avenue de Buckingham	Gatineau	J8L 2G9
425, Chemin Vanier, #204B	Gatineau	J9J 3H9
354, rue Principale	Granby	J2G 2W6
713, boul. St-Joseph	Hull	J8Y 4B6
475, Boul. Grand, Bureau 42	Ile-Perrot	J7V 4X4
596, St-Charles-Borromée Nord	Joliette	J6E 4S6
50, boul. Kane	La Malbaie	G5A 1J2
7195, boul. Newman	LaSalle	H8N 2K3
1643, boul. Daniel Johnson	Laval	H7V 4C2
85, Rte du President-Kennedy, suite 100	Lévis	G6V 6C8

ADDRESS	CITY	POSTAL CODE
1725, chemin Chambly	Longueuil	J4J 3X8
532, ave du Phare Est	Matane	G4W 1A7
675, de la Madone	Mont-Laurier	J9L 1T2
915, rue Mont-Royal Est	Montréal	H2J 1X3
3461 rue Robert Chevalier	Montréal	H1A 3R7
6051, boul. Henri-Bourassa Est	Montréal-Nord	H1G 2V2
139, route 132 Ouest	New Richmond	G0C 2B0
3322, rue du Carrefour	Québec	G1C 8B5
2800, av. Saint-Jean-Baptiste, bureau 160	Québec	G2E 6J5
465, rue Notre-Dame, bureau 102	Repentigny	J6A 2T3
381, boul. Jessop	Rimouski	G5L 1M9
272 boul. Hôtel de Ville	Rivière du Loup	G5R 5C6
78, rue Principale	Rouyn	J9X 4P2
4802 route 132	Sainte-Catherine	J5C 1V9
1602, 41 ^e Rue, Plaza Boul. Royal	Shawinigan	G9N 7Y9
2630, rue King Ouest, bureau 200	Sherbrooke	J1J 2H1
3150, boul. Tracy, bureau 80	Sorel-Tracy	J3R 5M7
919, rue Monseigneur-Grandin	Ste-Foy	G1V 3X8
273B, Rue Hector Lanthier	St-Eustache	J7P 5R1
10425, 1 ^{re} Avenue	St-Georges	G5Y 6X8
2677, boul. Casavant Ouest	St-Hyacinthe	J2S 8B8
1055 boul. du Séminaire Nord	St-Jean	J3A 1R7
405, rue Lamontagne	St-Jérôme	J7Y 0L7
1541 Boul. Marcel-Laurin	St-Laurent	H4R 0B7

Quebec

ADDRESS	CITY	POSTAL CODE
7236, Langelier, unité 3	St-Léonard	H1S 2X6
1755, chemin Gascon	Terrebonne	J6X 2Z8
222, boul. Frontenac Ouest, bureau 140	Thetford Mines	G6G 6N7
5363, boul. Jean XXIII	Trois-Rivières	G8Z 4A6
849, 3 ^e Avenue	Val d'Or	J9P 1T2
85, rue Notre-Dame, bureau 5	Valleyfield	J6S 1E7
650, boul. Jutras Est, bureau 120	Victoriaville	G6S 1E1
2261, boul. des Laurentides	Vimont	H7K 2J3

Saskatchewan

ADDRESS	CITY	POSTAL CODE
48 Hochelaga Street West	Moose Jaw	S6H 2G1
135 15 th Street East	Prince Albert	S6V 1G1
2176 Victoria Avenue East	Regina	S4N 7B9
2757 Avonhurst Drive	Regina	S4R 3J3
3130 8 th Street East, Unit 6	Saskatoon	S7H 0W2
606 22 nd Street West, Unit 1	Saskatoon	S7M 5W1
249 Hamilton Road, Unit B	Yorkton	S3N 4C6

Yukon

ADDRESS	CITY	POSTAL CODE
206A Main Street	Whitehorse	Y1A 2A9





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