



John Capozzolo  
TD Tower  
66 Wellington Street West  
Toronto, Ontario, M5K 1A2

February 18, 2026  
Mr. Anthony Quinn  
President  
Canadian Association of Retired Persons  
anthony@carp.ca

Dear Mr. Quinn,

Thank you for your letter to Raymond Chun, dated January 29, 2026, and for your ongoing advocacy on behalf of seniors and their families. As the leader of our Branch Banking Delivery Excellence team, accountable for overseeing advice quality, accountability and client trust in our branches, I am responding on Mr. Chun's behalf.

First, I would like to start by recognizing the essential role that organizations such as CARP play in advancing financial security, health, and dignity for older Canadians. We appreciate you taking the time to share your perspectives on the importance of branch-level advice, culture, and accountability in serving senior clients. Your commitment to ensuring fairness and transparency for all Canadians, especially those who rely on their banks for prudent financial guidance, is both timely and important.

TD is dedicated to providing our clients with the highest standard of service and advice, with attention and care for the specific needs of seniors. We take this commitment very seriously and have taken several actions to uphold these standards. Our branch teams across the country receive training to understand the distinct financial needs of seniors, focusing on stability, preservation, and reliable income. We have also introduced operational changes that prioritize appropriate client outcomes and are committed to continuous improvement and alignment to evolving regulatory standards.

We appreciate CARP's willingness to collaborate on these important issues. TD shares your goal of strengthening trust among Canadian seniors and retirees. We remain committed to continuing to advance improved outcomes for seniors and all Canadians.

We sincerely appreciate your advocacy and the valuable perspectives you have shared on these important matters.

Sincerely,

John Capozzolo  
Senior Vice President  
Branch Banking Delivery Excellence  
TD Bank Group