

# Together, we'll go far



## ANNUAL REPORT 2024



**Caisse Desjardins de l'Administration et des Services publics**

**Head office**  
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Québec (Québec) G1R 5X4

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# Desjardins Group

## 2024 key figures

**7.8 million**

members and  
clients

**\$3,356 million**

in surplus earnings

**\$557 million**

redistributed to  
members and the  
community

**55,290**

employees

**\$470.9 billion**

in assets

**\$23.9 billion**

in indivisible  
shared wealth  
held in the caisses'  
general reserves<sup>1</sup>

**2,313**

members of the  
board of directors

**22.2%**

Tier 1A  
capital ratio<sup>2</sup>

**\$14.5 billion**

in insurance  
premiums<sup>3</sup>

This data comes from Desjardins Group's Combined financial statements and Management's Discussion and Analysis as at December 31, 2024.

<sup>1</sup> Included in the \$29.5 billion total reserves presented in the Desjardins Group's combined financial statements as at December 31, 2024.

<sup>2</sup> In accordance with the *Capital Adequacy Guideline - Financial services cooperatives* issued by the Autorité des marchés financiers (AMF) and applicable notably to financial services cooperatives.

<sup>3</sup> Direct Written Insurance Premiums.



# Desjardins Group

## Information on our business segments

Desjardins Group's financial reporting is grouped by activities, which are defined based on the needs of its members and clients and the markets in which Desjardins Group operates and reflect Desjardins Group's internal management method.

Desjardins Group's financial results are grouped in three business segments, namely **Personal and Business Services**, **Wealth Management and Life and Health Insurance**, and **Property and Casualty Insurance**.

The **Personal and Business Services** segment offers Desjardins Group members and clients a comprehensive, integrated offering designed to meet the needs of individuals, businesses, institutions, not-for-profit organizations and cooperatives. Desjardins Group operates in the financial services market in Québec and is a player in financial services markets outside Québec. This offering meets a range of needs including financial management, savings, payments, financing, specialty services, access to capital markets, development and venture capital, business ownership transfers and advice.

The **Wealth Management and Life and Health Insurance** segment plays a role in developing the financial autonomy of Desjardins Group members and clients, helping them to develop healthy financial habits. This segment supports members and clients, individuals and businesses, through various networks and designs life and health insurance product lines, and investment solutions. It also includes asset management and trust services.

The **Property and Casualty Insurance** segment offers insurance products to protect Desjardins Group members and clients to protect their assets and protect themselves against damage and loss.

Personal and Business Service	Wealth Management and Life and Health Insurance	Property and Casualty Insurance
<b>Surplus earnings before member dividends of \$1,719 million<sup>(1)</sup></b>	<b>Nets surplus earnings of \$601 million<sup>(1)</sup></b>	<b>Nets surplus earnings of \$1,101 million<sup>(1)</sup></b>
<b>Québec's leader in residential mortgages</b>	<b>No. 1 in Canada and in Québec for market-linked guaranteed investments</b>	<b>No. 2 property and casualty insurer in Québec</b>
<b>Leader in personal savings in Québec</b>		<b>Direct premiums written grew by \$709 million compared to 2023</b>

For more details on each segment, we refer you to Note 30 "Segmented information" of the Desjardins Group 2024 Annual Report. Additionally, the data presented in the table above is extracted from the "Financial Highlights" section of the 2024 Desjardins Group Management's Discussion and Analysis.

<sup>(1)</sup> For the year ended December 31, 2024, Desjardins Group recorded net surplus earnings before member dividends of \$3,356 million, including \$(65) million from Other category.

## Note to readers

This annual report provides an overview of Caisse Desjardins de l'Administration et des Services publics's key financial data as at December 31, 2024.

This document complies with the reporting requirements of the *Act respecting financial services cooperatives* and the Autorité des marchés financiers and was approved by the caisse board of directors.

### Chair

Dinah Morency

### Secretary

Junia Péan

## About Caisse Desjardins de l'Administration et des Services publics:

- **A dynamic team**  
under the general management of Karine Arbour
- **Dedicated directors**

### Chair

Dinah Morency

### First Vice-Chair

Vanessa Tremblay-Gauthier

### Second Vice-Chair

Vincent Morissette

### Secretary

Junia Péan

## Other members of the board of directors

Vincent Bouillon  
Guillaume Bouvrette  
Christian Daigle  
Sabine Georges  
Jean-Bernard Marchand  
Ariane Somma  
Donna St-Coeur  
Krystel Vernier

## Board Succession program

Kadiatou Diallo  
Luc Sirois

## 2024 key figures for the caisse

**19,978**  
members

**\$1.2B**  
in assets

**\$2.1M**  
redistributed to  
members and  
the community  
including  
**\$1.7M**  
in member  
dividends

Operating surplus  
earnings of  
**\$15.1M**

Surplus earnings  
before member  
dividends of  
**\$3.3M**

The symbols K are used to represent thousands,  
M for millions and B for billions.

## SUMMARY OF THE LOAN PORTFOLIO

As at December 31, 2024, the quality of the caisse's loan portfolio remained high. The table below shows the gross carrying amount of loans and their allowance balance by stage:

As at December 31 (in thousands of Canadian dollars)	Non-credit impaired						Credit-impaired						Total 2023	
	Stage 1		Stage 2		Stage 3		Total 2024							
	Gross carrying amount	Allowance for credit losses	Gross carrying amount	Allowance for credit losses	Gross carrying amount	Allowance for credit losses	Gross carrying amount	Allowance for credit losses	Net carrying amount					
Residential mortgages	\$ 975,992	\$ 193	\$ 29,903	\$ 145	\$ 719	\$ 44	\$ 1,006,614	\$ 382	\$ 1,006,232	\$ 937,763				
Consumer and other personal loans	11,722	21	683	16	10	3	12,415	40	12,375	12,291				
Business and government	33,585	65	5,388	131	1,455	209	40,428	405	40,023	27,721				
<b>Total</b>	<b>\$ 1,021,299</b>	<b>\$ 279</b>	<b>\$ 35,974</b>	<b>\$ 292</b>	<b>\$ 2,184</b>	<b>\$ 256</b>	<b>\$ 1,059,457</b>	<b>\$ 827</b>	<b>\$ 1,058,630</b>	<b>\$ 977,775</b>				

For more information, see Note 2 "Accounting policies" to the Combined Financial Statements of the Desjardins Group for the year ended December 31, 2024.

Loans to restricted parties during the year 2024 totalled \$941K. Restricted parties include Caisse directors, the caisse general manager, Federation directors including their relative.

## SUMMARY OF THE DEPOSIT PORTFOLIO

Deposits consist of demand deposits (payable on demand), notice deposits (payable upon notice) and term deposits (payable on a fixed date). Demand deposits are interest-bearing or non-interest-bearing deposits, primarily accounts with chequing privileges, for which the Caisse does not have the right to require notice prior to withdrawal. Notice deposits are interest-bearing deposits, primarily savings accounts, for which the Caisse has the legal right to require notice prior to withdrawal. Term deposits are interest-bearing deposits, primarily fixed-term deposit accounts, guaranteed investment certificates or other similar instruments, with a term that generally varies from one day to 10 years and mature on a predetermined date.

As at December 31 (in thousands of Canadian dollars)	Payable on demand	Payable upon notice	Payable on a fixed date	Total 2024	Total 2023
Individuals	\$ 228,938	\$ 20,044	\$ 389,717	\$ 638,699	\$ 608,654
Business and government	116,169	269	67,916	184,354	178,397
<b>Total</b>	<b>\$ 345,107</b>	<b>\$ 20,313</b>	<b>\$ 457,633</b>	<b>\$ 823,053</b>	<b>\$ 787,051</b>

For more information, see Note 2 "Accounting policies" to the Combined Financial Statements of the Desjardins Group for the year ended December 31, 2024.

# 2024 Financial Report

## Caisse Desjardins de l'Administration et des Services publics

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## **Agreed-Upon Procedures Report of the financial report of the Caisse Desjardins de l'Administration et des Services publics**

To the members of the Fédération des Caisses Desjardins du Québec

### **Purpose of this Agreed-Upon Procedures Report**

Our report is solely for the purpose of assisting the members of the Fédération des Caisses Desjardins du Québec to determine whether the information included in the financial report of the Caisse, considering the Caisse's specific accounting adjustments, is in line with the information used for the preparation of the combined financial statements of the Desjardins Group and may not be suitable for another purpose. This report only covers the accounts, and the items specified below in the financial report and does not cover the annual report.

### **Responsibilities of the Engaging Party**

The Fédération des Caisses Desjardins du Québec has acknowledged that the agreed-upon procedures are appropriate for the purpose of the engagement. The Fédération des Caisses Desjardins du Québec is responsible for the subject matter on which the agreed-upon procedures are performed.

### **Practitioner's Responsibilities**

We have conducted the agreed-upon procedures engagement in accordance with the Canadian Standard on Related Services (CSRS) 4400, *Agreed-Upon Procedures Engagements*. An agreed-upon procedures engagement involves our performing the procedures that have been agreed with the Fédération des Caisses Desjardins du Québec, and reporting the findings, which are the factual results of the agreed-upon procedures performed. We make no representation regarding the appropriateness of the agreed-upon procedures.

This agreed-upon procedures engagement is not an assurance engagement. Accordingly, we do not express an opinion or an assurance conclusion. Had we performed additional procedures, other matters might have come to our attention that would have been reported.

### **Professional Ethics and Quality Management**

We have complied with the relevant ethical and independence requirements in the rules of professional conduct/code of ethics issued by the various professional accounting bodies.

Our firm applies Canadian Standard on Quality Management (CSQM) 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

PricewaterhouseCoopers LLP

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"PwC" refers to PricewaterhouseCoopers LLP, an Ontario limited liability partnership.

### **Procedures and Findings**

We have performed the procedures described below, which were agreed upon with the Fédération des Caisses Desjardins du Québec in the terms of engagement dated January 27, 2025, on the subject matter.

<b>Procedures</b>	<b>Findings</b>
1 Obtain the trial balance of the Caisse prior to the Caisse's specific adjustments as at December 31, 2024 and compare it to the Caisse's trial balance used in the audit of combined financial statements of the Desjardins Group as at December 31, 2024.	We have obtained the trial balance prior to the Caisse's specific adjustments as at December 31, 2024, and compared it to the trial balance of the Caisse used as part of the audit of the combined financial statements of the Desjardins Group as at December 31, 2024. We have noted no discrepancies.
2 Obtain the Caisse's specific accounting adjustments and add them to the trial balance prior to the Caisse's specific adjustments as at December 31, 2024. Round the result to the nearest thousand dollars.	We have obtained the accounting adjustments specific to the Caisse and added them to the trial balance prior to the Caisse's specific adjustments as at December 31, 2024. We have rounded the result to the nearest thousand dollars.
3 From the Caisse's financial report accounting chart, recalculate the balance of each financial statement line item of the Caisse's financial report using the result of procedure 2.	We have recalculated the balance of each financial statement line item of the Caisse's financial report from the Caisse's financial report accounting chart using the result of procedure 2.
4 Obtain the financial report of the Caisse as at December 31, 2024 and compare it to the result obtained in procedure 3.	We have obtained the Caisse's financial report as at December 31, 2024 and compared it to the result obtained in procedure 3. We have noted no discrepancies.



**Restriction on Distribution and Use**

Our report is intended solely for Members of the Fédération des Caisses Desjardins du Québec, to the members of the Caisse and to the Autorité des Marchés Financiers. We make no representations or warranties of any kind to any other third party in respect of this report. Our report should not be distributed to parties other than the Fédération des Caisses Desjardins du Québec, the members of the Caisse and the Autorité des Marchés Financiers.

*PricewaterhouseCoopers LLP<sup>1</sup>*

Montréal, Quebec  
March 10, 2025

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<sup>1</sup> FCPA auditor, public accountancy permit No. A115888

# Balance Sheet

(unaudited)

(in thousands of Canadian dollars)	As at December 31, 2024		As at December 31, 2023
<b>ASSETS</b>			
<b>Cash and deposits with financial institutions</b>	\$ 50,409	\$ 2,255	
<b>Investment in liquidity fund under management</b>	15,927	40,888	
<b>Loans</b>			
Residential mortgages	1,006,614	938,297	
Consumer and other personal loans	12,415	12,376	
Business and government	40,428	27,977	
	1,059,457	978,650	
Allowance for credit losses	827	875	
	1,058,630	977,775	
<b>Investments in the Federation</b>	32,034	32,034	
<b>Other assets</b>			
Derivative financial instruments	30,351	34,879	
Right-of-use assets	1,507	1,678	
Property, plant and equipment	1,161	1,376	
Net defined benefit plan assets	591	—	
Other	10,306	4,694	
	43,916	42,627	
<b>TOTAL ASSETS</b>	\$ 1,200,916	\$ 1,095,579	
<b>LIABILITIES AND EQUITY</b>			
<b>LIABILITIES</b>			
<b>Deposits</b>			
Individuals	\$ 638,699	\$ 608,654	
Business and government	184,354	178,397	
	823,053	787,051	
<b>Borrowings with the Federation</b>	263,876	196,645	
<b>Other liabilities</b>			
Derivative financial instruments	2,148	9,228	
Lease liabilities	1,767	1,927	
Net defined benefit plan liabilities	1,576	1,679	
Other	16,581	9,509	
	22,072	22,343	
<b>TOTAL LIABILITIES</b>	1,109,001	1,006,039	
<b>EQUITY</b>			
Capital stock	89	88	
Distributable surplus earnings	3,854	—	
Reserves	87,972	89,452	
<b>TOTAL EQUITY</b>	91,915	89,540	
<b>TOTAL LIABILITIES AND EQUITY</b>	\$ 1,200,916	\$ 1,095,579	

# Statement of Income

(unaudited)

For the years ended December 31

(in thousands of Canadian dollars)	2024	2023
Interest income	\$ 68,487	\$ 40,371
Interest expense	51,026	26,658
<b>NET INTEREST INCOME</b>	<b>17,461</b>	13,713
Other income	4,867	4,520
<b>OPERATING INCOME</b>	<b>22,328</b>	18,233
Provision for credit losses (recovery)	27	(215)
<b>NON-INTEREST EXPENSE</b>		
Salaries and fringe benefits	5,124	5,335
Occupancy costs	922	924
Other	1,184	1,683
	<b>7,230</b>	7,942
<b>OPERATING SURPLUS EARNINGS</b>	<b>15,071</b>	10,506
Loss on fair value of derivative financial instruments	(2,290)	(1,347)
Assessments paid to Desjardins Group components and related costs	(9,494)	(9,669)
Community development expenses	(360)	(376)
<b>SURPLUS EARNINGS (DEFICIT) BEFORE TAXES AND MEMBER DIVIDENDS</b>	<b>2,927</b>	(886)
Recovery of income taxes on surplus earnings	(341)	(604)
<b>SURPLUS EARNINGS (DEFICIT) BEFORE MEMBER DIVIDENDS</b>	<b>3,268</b>	(282)
Member dividends	1,725	1,623
Tax recovery on member dividends	(421)	(430)
<b>SURPLUS EARNINGS (DEFICIT) AFTER MEMBER DIVIDENDS</b>	<b>\$ 1,964</b>	\$ (1,475)

# Statement of Changes in Equity

(unaudited)

For the years ended December 31

(in thousands of Canadian dollars)	Capital stock	Distributable surplus earnings	Reserves							Total reserves	Total equity
			Appreciation reserve (derivative financial instruments)	Appreciation reserve (employee benefit plans)	General reserve	Reserve for future member dividends	Community Development Fund				
<b>BALANCE AS AT DECEMBER 31 2022</b>	\$ 87	\$ 32,017	\$ 3,327	\$ (622)	\$ 48,768	\$ 7,057	\$ 1,314	\$ 59,844	\$ 91,948		
Allocation to reserves adopted by the members at the general meeting	—	(32,017)	—	—	24,593	7,203	221	32,017	—		
Net adjustment for member dividends	—	—	—	—	1	—	—	1	1		
<b>Balance after distribution</b>	<b>87</b>	<b>—</b>	<b>3,327</b>	<b>(622)</b>	<b>73,362</b>	<b>14,260</b>	<b>1,535</b>	<b>91,862</b>	<b>91,949</b>		
Deficit for the year after member dividends	—	(1,475)	—	—	—	—	—	—	—		(1,475)
Other comprehensive income for the year	—	(934)	—	—	—	—	—	—	—		(934)
Statutory transfer	—	1,791	(1,165)	(626)	—	—	—	(1,791)	—		—
Net amounts used during the year	—	619	—	—	—	(317)	(302)	(619)	—		—
Other net change in capital stock	1	—	—	—	—	—	—	—	—		1
Net adjustment for member dividends	—	(1)	—	—	—	—	—	—	—		(1)
<b>BALANCE AS AT DECEMBER 31, 2023</b>	<b>\$ 88</b>	<b>—</b>	<b>2,162</b>	<b>(1,248)</b>	<b>\$ 73,362</b>	<b>\$ 13,943</b>	<b>\$ 1,233</b>	<b>\$ 89,452</b>	<b>\$ 89,540</b>		
Allocation to reserves adopted by the members at the general meeting	—	—	—	—	(1)	(228)	229	—	—		—
Net adjustment for member dividends	—	—	—	—	(1)	—	—	(1)	(1)		(1)
<b>Balance after distribution</b>	<b>88</b>	<b>—</b>	<b>2,162</b>	<b>(1,248)</b>	<b>73,360</b>	<b>13,715</b>	<b>1,462</b>	<b>89,451</b>	<b>89,539</b>		
Net surplus earnings for the year after member dividends	—	1,964	—	—	—	—	—	—	—		1,964
Other comprehensive income for the year	—	410	—	—	—	—	—	—	—		410
Statutory transfer	—	1,206	(1,746)	540	—	—	—	(1,206)	—		—
Net amounts used during the year	—	273	—	—	—	—	(273)	(273)	—		—
Other net change in capital stock	1	—	—	—	—	—	—	—	—		1
Net adjustment for member dividends	—	1	—	—	—	—	—	—	—		1
<b>BALANCE AS AT DECEMBER 31, 2024</b>	<b>\$ 89</b>	<b>\$ 3,854</b>	<b>\$ 416</b>	<b>\$ (708)</b>	<b>\$ 73,360</b>	<b>\$ 13,715</b>	<b>\$ 1,189</b>	<b>\$ 87,972</b>	<b>\$ 91,915</b>		

## NOTE TO THE FINANCIAL REPORT (unaudited)

### NOTE 1 - TYPE OF OPERATIONS AND BASIS OF ACCOUNTING

Caisse Desjardins de l'Administration et des Services publics (the caisse) is a cooperative whose purpose is to accept and help grow the savings of its members, as well as to extend credit and provide other financial products and services to its members. Its mission also includes fostering cooperation and promoting economic, social and cooperative education. It is governed by the *Act Respecting Financial Services Cooperatives* (the Act).

The caisse is registered with the Autorité des marchés financiers. It is also a member of the Fonds de sécurité Desjardins, whose main purpose is to establish and manage a security, liquidity or mutual assistance fund for caisses members of the Fund.

The caisse is a member of the Fédération des caisses Desjardins du Québec (the Federation), which controls other components that together make up Desjardins Group.

This financial report has been prepared in accordance with the requirements set out in the Act. Deposits and borrowings with the Federation are presented on a net basis, although there is no contractual right to settle on a net amount. Except for the presentation of deposits and borrowings with the Federation, the Caisse applies accounting methods consistent with those used for the preparation of the combined financial statements of the Desjardins Group, in accordance with the International Financial Reporting Standards issued by the International Accounting Standards Board.

Some figures from the prior year were reclassified for consistency with the presentation of the current year's financial statements. This reclassification did not affect the caisse's surplus earnings or total assets and liabilities.