Desjardins Trust Inc.
Financial Information and
Information on Risk Management
(unaudited)

For the period ended September 30, 2020

Table of contents

NOTES TO THE READER

USE OF THIS DOCUMENT

The Financial Information and Information on Risk Management (the document) is designed to support the transparency and disclosure of Desjardins Trust Inc.'s financial information and information on risk management so that the various financial market participants can assess its risk profile. The information disclosed in this document is unaudited.

DESJARDINS TRUST INC. PROFILE

Desjardins Trust Inc. (the Company) is a trustee incorporated as a trust and loan company and registered under the *Trust and Loan Companies Act* (Canada) that provides a range of products and services, including asset custody and trust services to individuals and businesses. It is a wholly-owned subsidiary of Desjardins Financial Holding Inc., which in turn is wholly-owned by the *Fédération des caisses Desjardins du Québec* (the Federation). The address of its head office is 1 Complexe Desjardins, Montréal, Québec, Canada. Through a service and outsourcing agreement, the Company uses the services of the Federation and some of its subsidiaries to support its operations both in terms of managing staff as well as meeting its movable and immovable asset requirements. Under this agreement, the Federation and its subsidiaries agree to provide the Company with substantially all administrative and operating services. The Company is governed by the Office of the Superintendent of Financial Institutions (OSFI).

BASIS OF PRESENTATION OF FINANCIAL INFORMATION

The Annual Financial Statements have been prepared by the Company's management in accordance with the International Financial Reporting Standards (IFRS) issued by the International Accounting Standards Board and the accounting requirements of the *Autorité des marchés financiers* (AMF) in Québec and OSFI, which do not differ from IFRS. IFRS represent Canadian generally accepted accounting principles (GAAP). The unaudited financial information presented in this document is mainly excerpted from the Annual and Interim Financial Statements of the Company. Unless indicated otherwise, amounts are in Canadian dollars.

FINANCIAL INFORMATION

Table 1 – Balance Sheets

(in thousands of dollars)	As at September 30, 2020	As at December 31, 2019
ASSETS		
Cash	**$ 200,548**	$ 141,427
Securities		
Securities at fair value through other comprehensive income	**1,214,082**	459,204
Securities at amortized cost	**242,160**	1,575,584
Securities purchased under reverse repurchase agreements	**550,386**	61,975
Residential mortgages	**216,646**	-
Interest receivable	**2,521**	4,804
Amounts receivable from clients	**27,249**	33,419
Deferred tax assets	**216**	579
Other assets	**11,657**	9,033
TOTAL ASSETS	**$ 2,465,465**	$ 2,286,025
LIABILITIES AND EQUITY		
LIABILITIES		
Deposits	**$ 481,478**	$ 442,535
Borrowings	**228,500**	-
Commitments related to securities lent or sold under repurchase agreements	**1,533,368**	1,641,447
Net defined benefit plan liabilities	**1,755**	2,029
Other liabilities	**15,958**	13,071
TOTAL LIABILITIES	**2,261,059**	2,099,082
EQUITY		
Share capital	**59,972**	59,972
Retained earnings	**141,044**	127,018
Accumulated other comprehensive income	**3,390**	(47)
TOTAL EQUITY	**204,406**	186,943
TOTAL LIABILITIES AND EQUITY	**$ 2,465,465**	$ 2,286,025

Table 2 – Statements of Income

(in thousands of dollars)	For the three-month periods ended September 30		For the nine-month periods ended September 30	
	2020	2019	**2020**	2019
FEE INCOME AND OTHER INCOME				
Securities administration and custodial services	**$ 13,422**	$ 10,559	**$ 37,631**	$ 33,073
Individual and business trust services	**9,024**	9,716	**27,386**	29,469
Other	**6,404**	3,009	**20,201**	10,558
	28,850	23,284	**85,218**	73,100
NET INVESTMENT INCOME				
NET INTEREST INCOME				
Interest income	**4,454**	14,135	**21,742**	40,515
Interest expense	**3,251**	12,369	**15,819**	34,063
	1,203	1,766	**5,923**	6,452
OTHER NET INVESTMENT INCOME				
Net realized gains on securities classified as at fair value through other comprehensive income	**1,446**	475	**2,061**	573
Other	**(57)**	269	**140**	(492)
	1,389	744	**2,201**	81
NET INVESTMENT INCOME	**2,592**	2,510	**8,124**	6,533
TOTAL INCOME	**31,442**	25,794	**93,342**	79,633
PROVISION FOR (RECOVERY OF) CREDIT LOSSES[1]	**(56)**	182	**332**	(105)
NON-INTEREST EXPENSE				
Service agreements and outsourcing	**18,047**	13,175	**51,808**	39,556
Fees	**850**	1,047	**2,270**	3,182
Custodian fees	**2,776**	2,517	**7,969**	7,890
Other	**3,349**	3,438	**12,377**	9,304
	25,022	20,177	**74,424**	59,932
INCOME BEFORE INCOME TAXES	**6,476**	5,435	**18,586**	19,806
Income taxes	**1,749**	1,446	**4,705**	5,269
NET INCOME FOR THE PERIOD	**$ 4,727**	$ 3,989	**$ 13,881**	$ 14,537

[1] Represents the provision for expected credit losses on securities at amortized cost and classified as at fair value through other comprehensive income and on residential mortgages.

Table 3 – Statements of Comprehensive Income

(in thousands of dollars)	For the three-month periods ended September 30		For the nine-month periods ended September 30	
	2020	2019	**2020**	2019
Net income for the period	**$ 4,727**	$ 3,989	**$ 13,881**	$ 14,537
Item that will not be reclassified subsequently to the Statements of Income				
Remeasurement of net defined benefit plan liabilities	**-**	-	**145**	-
	-	-	**145**	-
Other comprehensive income, net of income taxes				
Items that will be reclassified subsequently to the Statements of Income				
Net change in unrealized gains and losses on securities classified as at fair value through other comprehensive income				
Net unrealized gains (losses)	**(114)**	(137)	**4,952**	655
Reclassification of net gains to the Statements of Income	**(1,063)**	(349)	**(1,515)**	(420)
	(1,177)	(486)	**3,437**	235
Total other comprehensive income, net of income taxes	**(1,177)**	(486)	**3,582**	235
COMPREHENSIVE INCOME FOR THE PERIOD	**$ 3,550**	$ 3,503	**$ 17,463**	$ 14,772

Table 4 – Statements of Changes in Equity

For the nine-month periods ended September 30

(in thousands of dollars)	Share capital	Retained earnings	Accumulated other comprehensive income	Total equity
BALANCE AS AT DECEMBER 31, 2019	**$ 59,972**	**$ 127,018**	**$ (47)**	**$ 186,943**
Net income for the period	**-**	**13,881**	**-**	**13,881**
Other comprehensive income for the period	**-**	**145**	**3,437**	**3,582**
Comprehensive income for the period	**-**	**14,026**	**3,437**	**17,463**
BALANCE AS AT SEPTEMBER 30, 2020	**$ 59,972**	**$ 141,044**	**$ 3,390**	**$ 204,406**
BALANCE AS AT DECEMBER 31, 2018	$ 59,972	$ 109,872	$ 238	$ 170,082
Net income for the period	-	14,537	-	14,537
Other comprehensive income for the period	-	-	235	235
Comprehensive income for the period	-	14,537	235	14,772
BALANCE AS AT SEPTEMBER 30, 2019	$ 59,972	$ 124,409	$ 473	$ 184,854

Table 5 – Securities

As at September 30, 2020

(in thousands of dollars)	Terms to maturity: Under 1 year	Over 1 year	No specific maturity	Total
Securities issued or guaranteed by:				
Canadian government entities	**$ 125,370**	**$ 123,005**	**$ -**	**$ 248,375**
Provincial government entities and municipal corporations in Canada	**315,399**	**110,944**	**-**	**426,343**
Other securities				
Financial institutions	**733,712**	**21,939**	**(246)**	**755,405**
Other issuers	**17,958**	**8,161**	**-**	**26,119**
Total securities	**$ 1,192,439**	**$ 264,049**	**$ (246)**	**$ 1,456,242**

As at December 31, 2019

(in thousands of dollars)	Terms to maturity: Under 1 year	Over 1 year	No specific maturity	Total
Securities issued or guaranteed by:				
Canadian government entities	$ 253,595	$ 67,052	$ -	$ 320,647
Provincial government entities and municipal corporations in Canada	258,942	40,871	(67)	299,746
Other securities				
Financial institutions	1,380,018	15,453	(842)	1,394,629
Other issuers	19,781	-	(15)	19,766
Total securities	$ 1,912,336	$ 123,376	$ (924)	$ 2,034,788

As at September 30, 2020

(in thousands of dollars)	Distribution by province (excluding securities issued or guaranteed by Canadian government entities): British Columbia	Alberta	Manitoba	Ontario	Québec	New-Brunswick	Nova Scotia	International	Total
Securities issued or guaranteed	**$ 554**	**$ 36,095**	**$ 11,639**	**$ 83,630**	**$ 281,107**	**$ 251**	**$ 13,067**	**$ -**	**$ 426,343**
Other securities	**150,081**	**2,999**	**-**	**433,482**	**97,385**	**-**	**92,345**	**5,232**	**781,524**
	$ 150,635	**$ 39,094**	**$ 11,639**	**$ 517,112**	**$ 378,492**	**$ 251**	**$ 105,412**	**$ 5,232**	**$ 1,207,867**

As at December 31, 2019

(in thousands of dollars)	Distribution by province (excluding securities issued or guaranteed by Canadian government entities): British Columbia	Alberta	Manitoba	Ontario	Québec	New-Brunswick	Nova Scotia	International	Total
Securities issued or guaranteed	$ 875	$ -	$ -	$ 57,729	$ 241,142	$ -	$ -	$ -	$ 299,746
Other securities	126,278	-	-	529,776	569,439	-	183,949	4,953	1,414,395
	$ 127,153	$ -	$ -	$ 587,505	$ 810,581	$ -	$ 183,949	$ 4,953	$ 1,714,141

Table 6 – Allowance for credit losses on securities

(in thousands of dollars)	As at September 30, 2020	As at December 31, 2019
On securities at fair value through other comprehensive income[1]	**$ 635**	$ 37
On securities at amortized cost[2]	**246**	924
Total	**$ 881**	$ 961

[1] The allowance for credit losses on securities classified as at fair value through other comprehensive income is presented under "Accumulated other comprehensive income" in Balance Sheets.
[2] The allowance for credit losses on securities at amortized cost is presented as a deduction from securities in the Balance Sheet.

Table 7 – Securities purchased under reverse repurchase agreements

(in thousands of dollars)	As at September 30, 2020	As at December 31, 2019
Residents	**$ 550,386**	$ 61,975
Non-residents	**-**	-
Total	**$ 550,386**	$ 61,975

In the normal course of business, the Company carries out securities lending transactions, which include repurchase and reverse purchase agreements and securities lending. As part of such transactions, the Company acts as custodian for the securities holder who authorizes it to lend the securities to a borrower for a commission, the form and terms of which are determined in a pre-arranged contract under which the Company may assume certain risks.

Table 8 – Residential mortgages

As at September 30, 2020		Exposure to credit risk			
		Non-credit-impaired		Credit-impaired	
	Probability of default tranches[1]	Stage 1	Stage 2	Stage 3	Total
Residential mortgages					
Excellent	0.00% to 0.08%	**$ -**	**$ -**	**$ -**	**$ -**
Very low	0.09% to 0.33%	**63,275**	**-**	**-**	**63,275**
Low	0.34% to 2.09%	**24,808**	**-**	**-**	**24,808**
Moderate	2.10% to 7.32%	**93,501**	**-**	**-**	**93,501**
High	7.33% to 99.99%	**16,062**	**19,376**	**-**	**35,438**
Default	100.00%	**-**	**-**	**-**	**-**
Total gross residential mortgages		**$ 197,646**	**$ 19,376**	**$ -**	**$ 217,022**
Allowance for credit losses		**147**	**229**	**-**	**376**
Total net residential mortgages		**$ 197,499**	**$ 19,147**	**$ -**	**$ 216,646**

[1] 12-month probability of default (PD) adjusted to take into consideration relevant forward-looking information over the lifetime of the loans. This is the PD used to determine whether credit risk has significantly increased since initial recognition for purposes of measuring the loss allowance for expected credit losses as per IFRS 9 or to identify financial instruments in regulatory default.

Table 9 – Deposits

(in thousands of dollars)	As at September 30, 2020	As at December 31, 2019
Type		
Payable on demand	**$ 199,490**	$ 176,862
Payable on a fixed date	**281,988**	265,673
Total	**$ 481,478**	$ 442,535

(in thousands of dollars)	As at September 30, 2020	As at December 31, 2019
Distribution by province		
Québec	**$ 451,455**	$ 425,798
Ontario	**29,990**	16,676
New Brunswick	**33**	61
Total	**$ 481,478**	$ 442,535

Table 10 – Borrowings

(in thousands of dollars)	As at September 30, 2020	As at December 31, 2019
Borrowings with no maturity dates, maximum amount of $275 million, bearing interest at a fixed rate equal to the Federation's cost of funds plus 0.24% per year, with rates ranging from 0.90% to 1.60% on the borrowing tranches, renewable at the option of the lender	$ 228,500	$ -
Total	**$ 228,500**	$ -

Table 11 – Interest rate sensitivity and maturity matching

As at September 30, 2020	**Terms to maturity**							
(in thousands of dollars)	**Floating rate**	**Under 3 months**	**3 to 6 months**	**6 to 12 months**	**1 to 2 years**	**Over 2 years**	**Non-interest-sensitive and provisions**	**Total**
Assets								
Cash	$ -	$ -	$ -	$ -	$ -	$ -	$ 200,548	$ 200,548
Securities	-	787,369	370,811	34,259	101,578	162,471	(246)	1,456,242
Securities purchased under reverse repurchase agreements	-	550,371	-	-	-	-	15	550,386
Residential mortgages	-	-	2,755	1,537	124,836	87,518	-	216,646
Interest receivable	-	-	-	-	-	-	2,521	2,521
Amounts receivable from clients	-	-	-	-	-	-	27,249	27,249
Deferred tax assets	-	-	-	-	-	-	216	216
Other assets	-	-	-	-	-	-	11,657	11,657
Total assets	$ -	$ 1,337,740	$ 373,566	$ 35,796	$ 226,414	$ 249,989	$ 241,960	$ 2,465,465
Liabilities and equity								
Deposits	$ 199,490	$ 34,437	$ 36,867	$ 64,048	$ 57,843	$ 88,793	$ -	$ 481,478
Borrowings	-	-	7,500	5,200	80,900	134,900	-	228,500
Commitments related to securities lent or sold under repurchase agreements	-	1,533,251	-	-	-	-	117	1,533,368
Net defined benefit plan liabilities	-	-	-	-	-	-	1,755	1,755
Other liabilities	-	-	-	-	-	-	15,958	15,958
Equity	-	-	-	-	-	-	204,406	204,406
Total liabilities and equity	$ 199,490	$ 1,567,688	$ 44,367	$ 69,248	$ 138,743	$ 223,693	$ 222,236	$ 2,465,465
Sensitivity gap - Balance Sheet items	$ (199,490)	$ (229,948)	$ 329,199	$ (33,452)	$ 87,671	$ 26,296	$ 19,724	$ -

Table 11 – Interest rate sensitivity and maturity matching (continued)

As at December 31, 2019[1] (in thousands of dollars)	Terms to maturity: Floating rate	Under 3 months	3 to 6 months	6 to 12 months	1 to 2 years	Over 2 years	Non-interest-sensitive and provisions	Total
Assets								
Cash	$ -	$ -	$ -	$ -	$ -	$ -	$ 141,427	$ 141,427
Securities	-	1,222,722	301,802	387,812	25,564	97,812	(924)	2,034,788
Securities purchased under reverse repurchase agreements	-	61,972	-	-	-	-	3	61,975
Interest receivable	-	-	-	-	-	-	4,804	4,804
Amounts receivable from clients	-	-	-	-	-	-	33,419	33,419
Deferred tax assets	-	-	-	-	-	-	579	579
Other assets	-	-	-	-	-	-	9,033	9,033
Total assets	$ -	$ 1,284,694	$ 301,802	$ 387,812	$ 25,564	$ 97,812	$ 188,341	$ 2,286,025
Liabilities and equity								
Deposits	$ 176,862	$ 31,084	$ 28,042	$ 54,909	$ 63,021	$ 88,617	$ -	$ 442,535
Commitments related to securities lent or sold under repurchase agreements	-	1,640,771	-	-	-	-	676	1,641,447
Net defined benefit plan liabilities	-	-	-	-	-	-	2,029	2,029
Other liabilities	-	-	-	-	-	-	13,071	13,071
Equity	-	-	-	-	-	-	186,943	186,943
Total liabilities and equity	$ 176,862	$ 1,671,855	$ 28,042	$ 54,909	$ 63,021	$ 88,617	$ 202,719	$ 2,286,025
Sensitivity gap - Balance Sheet items	$ (176,862)	$ (387,161)	$ 273,760	$ 332,903	$ (37,457)	$ 9,195	$ (14,378)	$ -

[1] Certain comparative figures have been restated.

Significant transaction

On July 1, 2020, Desjardins Trust acquired all the residential mortgages and receivables related to residential mortgages and assumed all the liabilities of Zag Bank. The fair value of the assets acquired was $236 million, while the fair value of the liabilities assumed, comprising deposits and a line of credit, was $236 million. Following this transaction, the line of credit was converted into term loans on July 2, 2020.

CAPITAL

BASEL III

The Company's capital ratios are calculated according to the guideline on capital standards issued by OSFI and are expressed as regulatory capital as a percentage of risk-weighted assets. The minimum Common Equity Tier 1 capital ratio that the Company must maintain to meet regulatory requirements is 7%. In addition, the Tier 1 capital ratio and total capital ratio must exceed 8.5% and 10.5%, respectively. These minimum ratios include a 2.5% capital conservation buffer.

OSFI also requires that the Company maintains a leverage ratio greater than 3%. This ratio is defined as the capital measure (namely Tier 1 capital) divided by the exposure measure. The exposure measure includes on-balance sheet exposures and securities financing transaction exposures.

Table 12 – Statement of capital

(in thousands of dollars and as a percentage)	As at September 30, 2020	As at December 31, 2019
Common Equity Tier 1 capital		
Common shares	**$ 59,972**	$ 59,972
Retained earnings	**141,044**	127,018
Accumulated other comprehensive income	**3,390**	(47)
Net Common Equity Tier 1 capital	**$ 204,406**	$ 186,943
Total risk-weighted assets	**$ 626,585**	$ 669,681
Total leverage ratio exposure(1)	**$ 2,470,973**	$ 2,411,214
Ratios		
Common Equity Tier 1 capital ratio	**32.6%**	27.9%
Tier 1 capital ratio	**32.6**	27.9
Total capital ratio	**32.7**	27.9
Leverage ratio(1)	**8.3**	7.8
Minimum ratios		
Common Equity Tier 1 capital ratio	**7.0%**	7.0%
Tier 1 capital ratio	**8.5**	8.5
Total capital ratio	**10.5**	10.5
Leverage ratio	**3.0**	3.0

(1) Securities issued by sovereign states that meet the eligibility criteria for high-quality liquid assets have been excluded from the total leverage ratio exposure in accordance with the relief measures introduced by OSFI in response to the COVID-19 pandemic.

RISK MANAGEMENT

STRUCTURE AND ORGANIZATION OF THE RISK MANAGEMENT FUNCTION

The Company is exposed to different types of risks in its normal course of operations, including credit risk, market risk, liquidity risk, operational risk, strategic risk, reputation risk, environmental or social risk and legal and regulatory risk. Strict and effective management of these risks is a priority for the Company, its purpose being to support its major orientations, particularly regarding its financial soundness as well as its sustained and profitable growth, while complying with regulatory requirements. The Company considers risk an inextricable part of its development and consequently strives to promote a proactive approach in which everyone in the organization is responsible for risk management.

INTEGRATED RISK MANAGEMENT FRAMEWORK

The Company’s objective in risk management is to optimize the risk-return trade-off by developing and applying integrated risk management strategies, frameworks, practices and procedures to all its operations. To this end, the Company developed an Integrated Risk Management Framework consistent with the organization’s business strategies and risk-taking philosophy, which is designed, among other things, to give management and the Board of Directors an appropriate level of confidence and comfort regarding the understanding and management of risks associated with the achievement of its objectives.

This Integrated Risk Management Framework is consistent with that of Desjardins Group and covers all of the Company's activities. Like Desjardins Group, the Company uses an overall, coordinated approach to manage its risks in an integrated manner, i.e. by taking into account the interrelationships and interdependencies between the various risks.

As a significant component of the Integrated Risk Management Framework, risk appetite makes it possible to determine the risk type and level that the Company wishes to take to meet its business, financial and strategic objectives. Risk appetite forms an integral part of strategic planning, which makes it possible to guide risk-taking in order to ensure the Company’s stability and sustainability in the case of unfavourable future events that could affect reputation, the volatility of profitability, capital adequacy or liquidities. As a result, risk appetite provides a basis for integrated risk by promoting a better understanding of the effect of principal risks and emerging risk factors on the Company’s actual results.

The Risk Appetite Framework reflects the Company's risk-taking philosophy, mission and values and is based on:
- Taking necessary risks to enrich the lives of people and communities, contributing to the development of a sustainable and responsible economy and managing such risks conscientiously;
- Protecting the Company's reputation with members, clients, communities, regulatory authorities and other stakeholders, while respecting its cooperative values;
- Understanding the risks arising from the Company's operations and engaging in only new activities for which the risks are defined, assessed and understood;
- Thanks to adequate profitability in light of risk exposure, ensuring the Company's sustainability to be able to give back to members and communities as well as meet its financial commitments;
- Maintaining financial stability within the market by preserving a capitalization level that meets market expectations and complies with regulatory requirements;
- Managing liquidities and refinancing activities in order to guard against liquidity risk;
- Avoiding excessively large risk concentrations;
- Adequately managing operational and regulatory risks.

The Risk Appetite Framework also provides a system of qualitative and quantitative risk indicators that are monitored on a regular basis to ensure that the Company's risk profile remains consistent with the risk appetite set by senior management and the Board of Directors. Desjardins Group's risk profile is analyzed quarterly by the Risk Management Executive Division and presented to senior management and the Board of Directors. In the event the level or limit for a risk appetite indicator is exceeded, an immediate investigation is required. The justifications and the action plan, when applicable, are then brought to the attention of the appropriate bodies. The Board of Directors is responsible for approving the risk appetite framework and ensuring that the organization's financial and strategic objectives are in line with its risk appetite.

The Risk Appetite Framework is reviewed regularly and submitted to the Federation's Board of Directors for approval. The Risk Management Executive Division relays the main guidelines for risk appetite to the business segments and components, and supports them in implementing these concepts by ensuring consistency in all the indicators, targets, levels and limits with the Desjardins Group Risk Appetite Framework.

The Company's structure and governance principles comply with the regulatory criteria applicable to a federal trust company. The Company's Board of Directors is responsible for directing, planning, coordinating and monitoring all its activities. In particular, it is responsible for overseeing risk management, examining internal control systems as well as adopting and properly implementing relevant risk management frameworks. The Board of Directors is supported in its specific risk management responsibilities by the Risk Management Committee, the Audit Committee and the Review Committee. All of these committees benefit from Desjardins Group's support.

The Company's management is responsible for ensuring that sound risk management practices are complied with. In particular, it ensures that appropriate frameworks are developed, implemented, monitored and reviewed. It also ensures that the Company can identify all significant risks, assess their potential impact and implement practices, procedures and control measures to effectively manage them.

The risk management approach of Desjardins Group and the Company is based on principles promoting the accountability of business units. The risk management function of Desjardins Group and the Company ensures that these units successfully manage and control on a daily basis the risks associated with their activities.

Risk management frameworks and practices

The Company uses risk management frameworks to support its business development and meet its strategic objectives. It takes the necessary measures to ensure that they are implemented, applied and maintained in order to meet the regulatory requirements to which it is subject.

The main risk management frameworks address in particular the following:
- Integrated risk management;
- Risk appetite;
- Risk modelling governance;
- Stress testing;
- Internal capital adequacy assessment;
- Operational risk management;
- Liquidity risk management;
- Interest rate risk management;
- Credit, counterparty and issuer risk management;
- Securities lending;
- Investments.

CREDIT RISK

Credit risk is the risk of losses resulting from a borrower's, a guarantor's, an issuer's or a counterparty's failure to honour its contractual obligations, whether or not these obligations appear on the Balance Sheets.

Limits by commitments, issuers and counterparties, borrowers, groups of borrowers and industries are prescribed by policies. They are reviewed by management and the Risk Management Committee, which recommend them to the Board of Directors.

Mitigating credit risk

In its securities lending transactions, which include repurchase and reverse repurchase agreements and securities borrowing and lending, the Company uses various techniques to reduce its counterparty credit risk.

Securities lending transactions are regulated by Investment Industry Regulatory Organization of Canada participation agreements. The Company also uses netting agreements with its counterparties to mitigate its credit risk exposure and requires a percentage of collateralization (a pledge) on these transactions.

The Company accepts from its counterparties only financial collateral that complies with the eligibility criteria set out in its policies. These criteria allow for the timely realization of collateral, if necessary, in the event of default. The types of collateral received and pledged by the Company are mainly cash and government securities.

In light of the current COVID-19 pandemic, Desjardins Group has deployed many relief measures to support its members and clients and mitigate the impact of this crisis. Government authorities have also put in place many programs to stabilize the situation and support the economy. Although the future effects remain uncertain, the credit portfolio is rigorously monitored to take into account the more or less long-term impact.

In addition, the composition of the Company's portfolio was changed in 2020 as a result of the acquisition of the residential mortgages of Zag Bank. The portfolio is considered to be low risk as guaranteed or insured loans represented 40% of total gross loans. The delinquency rate is very low, and there were no loans in default as at September 30, 2020. The residential mortgages have a very short maturity (July 2022 on average) and will not be renewed.

MARKET RISK

Market risk refers to the risk of changes in the fair value of financial instruments resulting from fluctuations in the parameters affecting this value, in particular, interest rates, exchange rates, credit spreads and their volatility.

The Company is exposed to market risk primarily through its financial intermediation and securities lending activities. The Company has adopted policies that set out the principles, limits and procedures to use in managing market risk.

Interest rate risk is the main component of market risk to which the Company is exposed. Sound and prudent management is applied to optimize net interest income while minimizing the negative incidence of interest rate movements. The established policies describe the principles, limits and procedures that apply to interest rate risk management. The Company's Management Committee is responsible for analyzing and approving the various interest rate matching strategies while respecting the parameters defined in the policies. In light of the current COVID-19 pandemic, the situation remains under control as portfolios are well matched.

Additional information of the Company's position with respect to interest rate sensitivity and maturity matching is provided in Table 9, "Interest rate sensitivity and maturity matching", in this document.

LIQUIDITY RISK

Liquidity risk refers to the Company's capacity to raise the necessary funds (by increasing liabilities or converting assets) to meet a financial obligation, whether or not it appears on the Balance Sheets.

The Company manages liquidity risk in order to ensure that it has timely and cost-effective access to the funds needed to meet its financial obligations as they become due, in both routine and crisis situations. Managing this risk involves maintaining a sufficient level of liquid securities. In addition, the Company ensures, through Desjardins Group, that there are stable and diversified sources of funding, that indicators are monitored and that there is a contingency plan to implement in the event of a liquidity crisis.

Liquidity risk management is a key component of the overall risk management strategy. The Company has established a policy describing the principles, limits, risk appetite thresholds as well as the procedures that apply to liquidity risk management. The policy is reviewed on a regular basis to ensure that it is appropriate for the operating environment, prevailing market conditions and regulatory requirements. It incorporates, in particular, the requirements of OSFI's Guideline B-6, *Liquidity Principles*, as well as monitoring and compliance with the new standards for the liquidity coverage ratio (LCR) and net cumulative cash flow (NCCF) under Basel III. This policy has been approved by the Board of Directors and is monitored by the Risk Management Committee. During the quarter, the Company filed with OSFI the monthly reports on LCR and NCCF. Despite the current COVID-19 pandemic environment, the level of deposits remained stable, which contributes to maintaining an adequate level of liquidity.

OPERATIONAL RISK

Operational risk is the risk of inadequacy or failure attributable to processes, people, internal systems or external events resulting in losses, failure to achieve objectives or a negative impact on reputation.

Operational risk is inherent to all of the Company's activities, including management and control activities in other risk areas (credit, market, liquidity, etc.) as well as activities performed by a third party. This risk may lead to losses mainly resulting from theft, fraud, damage to tangible assets, non-compliance with legislation or regulations, systems failures, unauthorized access to computer systems, cyber threats, or problems or errors in process management. To maintain this risk at an acceptable level, an operational risk management framework has been developed and deployed throughout the organization. The framework includes the usual practices for sound management of operations and is based on the three lines of defence model, clearly defining the roles and responsibilities in risk and operations management.

Operational risk management framework

The purpose of the operational risk management framework is to identify, measure, mitigate and monitor operational risk as well as make interventions and disclosures in accordance with operational risk appetite and the frameworks adopted by the Board of Directors. It is supported by guidelines setting out operational risk management foundations. At the same time, the operational risk management framework connects with the other areas of risk.

The operational risk management framework is reviewed annually to ensure its adequacy and its relevance based on Desjardins Group's risk profile and developments in industry practices.

STRATEGIC RISK

Strategic risk refers to a possible loss attributable to an inability to adapt to a changing environment because of failure to act, an inappropriate strategic choice or the inability to effectively implement strategies.

It is first up to management and the Board of Directors to address and define the strategic orientations of Desjardins Group and the Company, taking into account risk appetite, according to the consultation processes specific to Desjardins, and to monitor the development of such orientations. Events that could compromise the achievement of the strategic objectives of Desjardins Group and the Company are systematically and regularly monitored by their directors and management. Business segments and support functions periodically identify and assess events and risks that could prevent the achievement of strategic objectives, and report thereon to the appropriate bodies.

REPUTATION RISK

Reputation risk is the risk that a negative perception by the stakeholders, whether or not justified, of the Company's practices, actions or lack of action could have an unfavourable impact on its income and equity, or the trust that the Company or Desjardins Group inspires.

A reputation is of critical importance, and reputation risk cannot be managed separately from other risks. Therefore, managing reputation risk in all their operating segments is a constant concern for Desjardins Group and the Company. In that regard, Desjardins Group and the Company seek to ensure that all employees are constantly aware of the potential repercussions of their actions on their reputation and image. Desjardins Group and the Company consider it essential to foster a proactive approach to risk management in which integrity and ethics are fundamental values.

Desjardins Group has defined a management framework, and roles and responsibilities with regard to reputation risk. This framework is in addition to various processes already in place to identify, measure and govern this risk, such as the previously mentioned operational risk management initiatives, the regulatory compliance program, ethical requirements, and reputation risk assessment as part of new initiatives and the introduction of new products. All these aspects are aimed to promote sound reputation risk management. All management personnel and employees are required to perform their duties in accordance with these principles and the values of Desjardins Group and the Company.

ENVIRONMENTAL OR SOCIAL RISK

Environmental or social risk results from an environmental event or social issue during the Company's operations which could lead to financial losses or harm its reputation.

Regarding environmental risk, potential financial losses could be incurred as a result of higher costs or the impairment of an asset because of an internal risk, namely a risk generated by the Company and having a negative impact on the environment, or an external risk, namely an event caused by the environment and having a detrimental effect on the Company.

Climate change is identified as an external risk factor. It refers to the vulnerability of an entity to the adverse effects of climate change, the consequences of which could lead to financial losses.

Environmental or social risk is an integral part of Desjardins Group's Integrated Risk Management Framework and, as a result, elements that could affect the Company are managed in a Desjardins Group perspective.

LEGAL AND REGULATORY RISK

Legal and regulatory risk refers to the risk associated with the non-compliance by Desjardins Group, including the Company, with obligations arising from the interpretation or application of a legislative or regulatory provision or a contractual commitment, that could have an impact on the conduct of its operations, its reputation, its strategies and its financial objectives.

Legal and regulatory risk entails, *inter alia*, effectively preventing and handling possible disputes and claims that may lead in particular to judgments or decisions by a court of law or regulatory body that could result in orders to pay damages, financial penalties or sanctions. Moreover, the legal and regulatory environment is evolving quickly and could increase the Company's exposure to new types of litigation. In addition, some lawsuits against the Company may be very complex and be based on legal theories that are new or have never been verified. The outcome of such lawsuits may be difficult to predict or estimate until the proceedings have reached an advanced stage, which may take several years. Class action lawsuits or multi-party litigation may feature an additional risk of judgments with substantial monetary, non-monetary or punitive damages. Plaintiffs who bring a class action or other lawsuit sometimes claim very large amounts and it is impossible to determine the Company's liability, if any, for some time. Legal liability or an important regulatory measure could have an adverse effect on the current activities of the Company, its results of operations and its financial position, in addition to damaging its reputation. Even if the Company won its court case or was no longer the subject of measures imposed by regulatory bodies, these situations could harm its reputation and have an adverse impact on its financial position, due in particular to the costs associated with such proceedings, and its brand image.

The financial services industry is one of the most strictly regulated and monitored sectors. In recent years, the regulations governing the industry have expanded significantly in response to numerous socio-economic phenomena such as the development of new, increasingly complex financial products, the continuing volatility in the securities sector, financial fraud, the fight against money laundering and terrorist financing and the fight against tax evasion, to mention but a few. In addition to federal (Canada and the U.S.) and provincial government requirements, the regulatory environment also includes organizations such as the AMF, the Canadian Securities Administrators, OSFI, the Financial Transactions and Reports Analysis Centre of Canada, the Mutual Fund Dealers Association of Canada and the Investment Industry Regulatory Organization of Canada. Complying with important legislative and regulatory provisions, such as those for the protection of personal information, the *Foreign Account Tax Compliance Act*, the Standard for Automatic Exchange of Financial Account Information in Tax Matters, the *Dodd-Frank Wall Street Reform and Consumer Protection Act* or the Basel accords, requires considerable technical, human and financial resources and also affects the way the Company manages its current operations and implements its business strategies.

As an independent supervisory function, the Office of the Chief Compliance Officer of Desjardins Group fosters a proactive approach to compliance by fully integrating compliance into the organization's current operations. It is responsible for developing, updating and maintaining the compliance management framework, which is based on the identification and monitoring of regulatory obligations and the functional units subject to them. Regulatory developments and their impact on operations are therefore monitored and evaluated on an ongoing basis by the compliance function in cooperation with the Office of the Chief Legal Officer, and strategies are implemented as required to mitigate them. The compliance function provides support to managers in charge of business segments and support functions so that they can effectively manage their risks, by developing an appropriate framework and documentation, acting in an advisory capacity, setting up training programs and conducting periodic inspections of operations. The Desjardins Group Monitoring Office provides an independent assessment of the effectiveness of the compliance management framework. Lastly, the Company has set up a formal reporting process related to compliance for its senior management and various decision-making bodies. In addition, to maintain its reputation for integrity as well as the confidence of its members and clients, the market and the general public, Desjardins Group has developed a code of professional conduct applicable to all its officers and employees and to all its components. This overall management of compliance provides reasonable assurance that Desjardins Group's operations are carried out in compliance with applicable regulations. Despite all these efforts, the Company may not be able to predict the exact impact of regulatory developments and appropriately implement strategies to respond. It could then sustain an adverse impact on its financial performance, its operations and its reputation.