

At your side. On your side.



ANNUAL REPORT 2023



Caisse Desjardins de Hull-Aylmer

Head office

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Desjardins Group

2023 key figures

7.7 million

members and
clients



\$2.3 billion

in surplus earnings
before member
dividends

\$538 million

redistributed to
members and the
community

56,165

employees



\$422.9 billion

in assets

\$23.1 billion

in indivisible
shared wealth
held in the
caisses'
general reserves¹

2,379

directors



20.4%

Tier 1A
capital ratio²

\$13.9 billion

in insurance
premiums³

This data comes from Desjardins Group's Combined financial statements and Management's Discussion and Analysis as at December 31, 2023.

¹ Included in the \$26.8 billion total reserves presented in the Desjardins Group's combined financial statements as at December 31, 2023

² In accordance with the *Capital Adequacy Guideline* for financial services cooperatives issued by the AMF

³ Direct Written Premiums



Desjardins Group

Information on our business sectors of activity

Desjardins Group's financial reporting is organized by business segments, which are defined based on the needs of members and clients, the markets in which Desjardins operates, and on its internal management structure.

Desjardins Group's financial information is therefore divided into the following three business segments: **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's members and clients a comprehensive, integrated offering designed to meet the needs of individuals, businesses, institutions, not-for-profit organizations and cooperatives through the Desjardins caisse network, the Desjardins Business centres as well as specialized teams. This offering meets a range of needs including day-to-day transactions, financing, specialty services, access to capital markets, development capital and business ownership transfers and advice.

The **Wealth Management and Life and Health Insurance** segment provides various categories of service offerings aimed at increasing the wealth of members and clients of Desjardins Group and helping them protect their financial security. These offerings are intended for individuals or businesses, while group insurance or savings plans meet the needs of employees through their businesses or those of individuals who are part of any other group.

The **Property and Casualty Insurance** segment offers insurance products allowing members and clients of Desjardins Group to protect themselves against the impact of a disaster.

Personal and Business Services	Wealth Management and Life and Health Insurance	Property and Casualty Insurance
Surplus earnings before member dividends of \$ 1,162 million ⁽¹⁾	Surplus earnings before member dividends of \$ 581 million ⁽¹⁾	Surplus earnings before member dividends of \$ 494 million ⁽¹⁾
Québec's leader in residential mortgages in Québec	No. 1 in Canada and in Québec for market-linked guaranteed investments	No. 2 property and casualty insurer in Québec
Leader in personal savings in Québec		Gross written premiums grew by \$651 million compared to 2022

For more details on each segment, we refer you to Note 31 – Segmented information of the Desjardins Group 2023 Annual Report. Additionally, the data presented in the table above is extracted from the "Highlights" section of the 2023 Desjardins Group Management's Discussion and Analysis.

⁽¹⁾ For the year ended December 31, 2023, Desjardins Group recorded surplus earnings before member dividends of \$2,259 million, including \$22 million from Other Category.

Note to readers

This annual report provides an overview of Caisse Desjardins de Hull-Aylmer's key financial data as at December 31, 2023.

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.

Guillaume Morin, Chair
Manuel Penagos, Secretary

About Caisse Desjardins de Hull-Aylmer:

- A dynamic team of managers and employees under the general management of Stéphane Miljours

- Dedicated directors**

Guillaume Morin	Chair
Natalie Lamont	Vice-Chair
Manuel Penagos	Secretary
Francis Beausoleil	Director
Jérémie Chamberland	Director
Marjolaine Jarry	Director
François Lacerte-Gagnon	Director
Claudine Lalonde	Director
Johanne Légaré	Director
Jacqueline Lord	Director
Line Ménard	Director
Jeiel Onel Mézil	Director
Alexandre Séguin	Director
Mélissa Paquette	Board Succession program

2023 key figures for the caisse

71,327 business and individual members	\$4.0 billion in assets
\$6.9 million redistributed to members and the community including	Operating surplus earnings of \$50.4 million
\$6.0 million in member dividends	Surplus earnings before member dividends of \$8.0 million

SUMMARY OF THE LOAN PORTFOLIO

As at December 31, 2023, 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			Total 2022
	Stage 1		Stage 2		Stage 3		Gross carrying amount	Allowance for credit losses	Net carrying amount	Net carrying amount
	Gross carrying amount	Allowance for credit losses	Gross carrying amount	Allowance for credit losses	Gross carrying amount	Allowance for credit losses				
Residential mortgages	\$ 2,736,258	\$ 777	\$ 130,379	\$ 649	\$ 3,976	\$ 152	\$ 2,870,613	\$ 1,578	\$ 2,869,035	\$ 2,796,273
Consumer and other personal loans	63,911	92	11,169	275	291	144	75,371	511	74,860	78,638
Business and government	538,166	796	65,924	834	7,383	2,101	611,473	3,731	607,742	597,230
Total	\$ 3,338,335	\$ 1,665	\$ 207,472	\$ 1,758	\$ 11,650	\$ 2,397	\$ 3,557,457	\$ 5,820	\$ 3,551,637	\$ 3,472,141

For more information, see Note 2 "Accounting policies" to the Combined Financial Statements of the Desjardins Group for the year ended December 31, 2023, available at www.desjardins.com.

Loans to restricted parties during the year 2023 totalled \$457K. 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 2023	Total 2022
Individuals	\$ 783,926	\$ 63,206	\$ 1,078,088	\$ 1,925,220	\$ 1,855,865
Business and government	620,204	2,825	148,106	771,135	825,413
Total	\$ 1,404,130	\$ 66,031	\$ 1,226,194	\$ 2,696,355	\$ 2,681,278

For more information, see Note 2 "Accounting policies" to the Combined Financial Statements of the Desjardins Group for the year ended December 31, 2023, available at www.desjardins.com.

2023 Financial Report

Caisse Desjardins de Hull-Aylmer

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Agreed-upon procedures report of the financial report of the Caisse Desjardins de Hull-Aylmer (the Caisse)

To the members of the Fédération des caisses Desjardins du Québec

As independent auditor of the combined financial statements of the Desjardins Group, we have been mandated by the members of the Fédération des caisses Desjardins du Québec to perform agreed-upon procedures on the financial report attached to the Caisse.

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 it is possible that it cannot be used 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 and is also 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

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.

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 November 30, 2023 on the subject matter.

Procedures	Findings
1. Obtain the trial balance of the Caisse prior to the Caisse's specific adjustments as at December 31, 2023 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, 2023.	We have obtained the trial balance prior to the Caisse's specific adjustments as at December 31, 2023, 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, 2023. 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, 2023. 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, 2023. 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, 2023 and compare it to the result obtained in procedure 3.	We have obtained the Caisse's financial report as at December 31, 2023 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 third party in respect of this report.

PricewaterhouseCoopers LLP¹

Montréal, Quebec
March FH, 2024

¹ FCPA auditor, public accountancy permit No. A115888

BALANCE SHEET

(unaudited)

(in thousands of Canadian dollars)	As at December 31, 2023	As at December 31, 2022
ASSETS		
Cash and deposits with financial institutions	\$ 23,517	\$ 22,580
Investment in liquidity fund under management	171,682	182,403
Loans		
Residential mortgages	2,870,613	2,798,062
Consumer and other personal loans	75,371	79,202
Business and government	611,473	599,957
	3,557,457	3,477,221
Allowance for credit losses	5,820	5,080
	3,551,637	3,472,141
Investments in the Federation	113,103	113,103
Other assets		
Derivative financial instruments	102,176	100,861
Right-of-use assets	5,057	3,237
Property, plant and equipment	3,526	3,526
Net defined benefit plan assets	-	2,390
Other	18,168	15,905
	128,927	125,919
TOTAL ASSETS	\$ 3,988,866	\$ 3,916,146
LIABILITIES AND EQUITY		
LIABILITIES		
Deposits		
Individuals	\$ 1,925,220	\$ 1,855,865
Business and government	771,135	825,413
	2,696,355	2,681,278
Borrowings	823,383	775,447
Other liabilities		
Derivative financial instruments	24,031	23,211
Lease liabilities	5,377	3,544
Net defined benefit plan liabilities	1,526	1,206
Other	37,947	31,948
	68,881	59,909
TOTAL LIABILITIES	3,588,619	3,516,634
EQUITY		
Capital stock	325	316
Distributable surplus earnings	7,404	124,175
Reserves	392,518	275,021
TOTAL EQUITY	400,247	399,512
TOTAL LIABILITIES AND EQUITY	\$ 3,988,866	\$ 3,916,146

STATEMENT OF INCOME

(unaudited)

For the years ended December 31

(in thousands of Canadian dollars)	2023	2022
Interest income	\$ 162,753	\$ 110,732
Interest expense	98,112	46,038
NET INTEREST INCOME	64,641	64,694
Other income	18,235	18,458
OPERATING INCOME	82,876	83,152
Provision for credit losses (recovery)	1,058	(564)
NON-INTEREST EXPENSE		
Salaries and fringe benefits	23,916	21,987
Occupancy costs	3,314	3,066
Other	4,145	3,924
	31,375	28,977
OPERATING SURPLUS EARNINGS	50,443	54,739
Income on investments in the Federation	-	8,795
Income (loss) on fair value of derivative financial instruments	(5,804)	15,188
Assessments paid to Desjardins Group components and related costs	(35,785)	(32,272)
Community development expenses	(566)	(379)
SURPLUS EARNINGS BEFORE TAXES AND MEMBER DIVIDENDS	8,288	46,071
Income taxes on surplus earnings	325	7,804
SURPLUS EARNINGS BEFORE MEMBER DIVIDENDS	7,963	38,267
Member dividends	6,042	5,959
Tax recovery on member dividends	(1,601)	(1,579)
NET SURPLUS EARNINGS FOR THE YEAR AFTER MEMBER DIVIDENDS	\$ 3,522	\$ 33,887

STATEMENT OF CHANGES IN EQUITY

(unaudited)

For the years ended December 31

	Capital stock	Distributable surplus earnings	Accumulated other comprehensive income	Reserves								Total equity
				Appreciation reserve (investments in the Federation's investment funds)	Appreciation reserve (derivative financial instruments)	Appreciation reserve (employee benefit plans)	General reserve	Stabilization reserve	Reserve for future member dividends	Community Development Fund	Total reserves	
(in thousands of Canadian dollars)												
BALANCE AS AT DECEMBER 31, 2021	\$ 1,759	\$ 25,309	\$ 6,826	\$ 101,466	\$ 4,572	\$ (1,367)	\$ 205,033	\$ 7,454	\$ 18,548	\$ 2,240	\$ 337,946	\$ 371,840
Allocation to reserves adopted by the members at the general meeting	-	(25,309)	-	-	-	-	16,898	-	7,604	807	25,309	-
Net adjustment for member dividends	-	-	-	-	-	-	(30)	-	-	-	(30)	(30)
Balance after distribution	1,759	-	6,826	101,466	4,572	(1,367)	221,901	7,454	26,152	3,047	363,225	371,810
Net surplus earnings for the year after member dividends	-	33,887	-	-	-	-	-	-	-	-	-	33,887
Other comprehensive income for the year	-	2,055	(6,826)	-	-	-	-	-	-	-	-	(4,771)
Statutory transfer	-	87,925	-	(101,466)	11,197	2,344	7,453	(7,453)	-	-	(87,925)	-
Net amounts used during the year	-	278	-	-	-	-	-	-	-	(278)	(278)	-
Redemption of permanent shares	(1,219)	-	-	-	-	-	-	-	-	-	-	(1,219)
Other net change in capital stock	(224)	-	-	-	-	-	-	-	-	-	-	(224)
Interest on permanent shares	-	-	-	-	-	-	-	(1)	-	-	(1)	(1)
Net adjustment for member dividends	-	30	-	-	-	-	-	-	-	-	-	30
BALANCE AS AT DECEMBER 31, 2022	\$ 316	\$ 124,175	\$ -	\$ -	\$ 15,769	\$ 977	\$ 229,354	\$ -	\$ 26,152	\$ 2,769	\$ 275,021	\$ 399,512
Allocation to reserves adopted by the members at the general meeting	-	(124,175)	-	-	-	-	95,607	-	27,754	814	124,175	-
Net adjustment for member dividends	-	-	-	-	-	-	(2)	-	-	-	(2)	(2)
Balance after distribution	316	-	-	-	15,769	977	324,959	-	53,906	3,583	399,194	399,510
Net surplus earnings for the year after member dividends	-	3,522	-	-	-	-	-	-	-	-	-	3,522
Other comprehensive income for the year	-	(2,796)	-	-	-	-	-	-	-	-	-	(2,796)
Statutory transfer	-	6,259	-	-	(4,261)	(1,998)	-	-	-	-	(6,259)	-
Net amounts used during the year	-	417	-	-	-	-	-	-	-	(417)	(417)	-
Other net change in capital stock	9	-	-	-	-	-	-	-	-	-	-	9
Net adjustment for member dividends	-	2	-	-	-	-	-	-	-	-	-	2
BALANCE AS AT DECEMBER 31, 2023	\$ 325	\$ 7,404	\$ -	\$ -	\$ 11,508	\$ (1,021)	\$ 324,959	\$ -	\$ 53,906	\$ 3,166	\$ 392,518	\$ 400,247

NOTE TO THE FINANCIAL REPORT (unaudited)

NOTE 1 – TYPE OF OPERATIONS AND BASIS OF ACCOUNTING

Caisse Desjardins de Hull-Aylmer (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 in Quebec. It is also a member of the Fonds de sécurité Desjardins, whose main purpose is to establish and administer a security, liquidity and mutual aid fund for the benefit of Desjardins caisses in Quebec.

The caisse is a member of the Fédération des caisses Desjardins du Québec, 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. The caisse applies accounting policies similar to those used to prepare the Combined Financial Statements of the Desjardins Group, which are prepared in accordance with International Financial Reporting Standards issued by the International Accounting Standards Board.