

At your side. On your side.



ANNUAL REPORT 2023



**Caisse Desjardins du
Centre-est de Montréal**

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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 du Centre-est de Montréal'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.

Marie-Claude Beaudin, Chair
Nicole Blanchette, Secretary

About Caisse Desjardins du Centre-est de Montréal:

- A dynamic team of managers and employees under the general management of Michel Gamelin

- **Dedicated directors**

Marie-Claude Beaudin	Chair
Isabelle Gagnon	Vice-Chair
Nicole Blanchette	Secretary
Caroline Aubin	Director
Nedgy Augustin	Director
Julie Boncompain	Director
Abdelouhab Bouyahmed	Director
Benoit Bussière	Director
Alain Fredette	Director
Claudia Garone	Director
Giuseppe Leuzzi	Director
Nathalie Pierre-Antoine	Director
Alexandre Rousseau	Director
Michel Séguin	Director
Ramzi Anton Sfeir Freij	Director

2023 key figures for the caisse

95,851 business and individual members	\$3.7 billion in assets
\$6.5 million redistributed to members and the community including	Operating surplus earnings of \$53.2 million
\$5.5 million in member dividends	Surplus earnings before member dividends of \$13.5 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	\$ 2,622,493	\$ 694	\$ 116,783	\$ 466	\$ 4,707	\$ 238	\$ 2,743,983	\$ 1,398	\$ 2,742,585	\$ 2,669,949
Consumer and other personal loans	67,108	112	12,198	245	358	204	79,664	561	79,103	84,293
Business and government	410,662	742	59,977	655	13,659	3,390	484,298	4,787	479,511	449,322
Total	\$ 3,100,263	\$ 1,548	\$ 188,958	\$ 1,366	\$ 18,724	\$ 3,832	\$ 3,307,945	\$ 6,746	\$ 3,301,199	\$ 3,203,564

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 \$1,230K. 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	\$ 1,048,755	\$ 82,135	\$ 1,035,777	\$ 2,166,667	\$ 2,106,614
Business and government	316,995	1,666	75,834	394,495	430,079
Total	\$ 1,365,750	\$ 83,801	\$ 1,111,611	\$ 2,561,162	\$ 2,536,693

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 du Centre-est de Montréal

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Agreed-upon procedures report of the financial report of the Caisse Desjardins de la Fédération des caisses Desjardins du Québec (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 14, 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	\$ 29,219	\$ 30,427
Investment in liquidity fund under management	163,557	168,749
Loans		
Residential mortgages	2,743,983	2,671,638
Consumer and other personal loans	79,664	84,965
Business and government	484,298	453,213
	3,307,945	3,209,816
Allowance for credit losses	6,746	6,252
	3,301,199	3,203,564
Investments in the Federation	138,532	138,532
Other assets		
Derivative financial instruments	80,914	81,159
Right-of-use assets	2,174	2,572
Property, plant and equipment	1,818	2,113
Net defined benefit plan assets	-	2,070
Other	14,619	12,105
	99,525	100,019
TOTAL ASSETS	\$ 3,732,032	\$ 3,641,291
LIABILITIES AND EQUITY		
LIABILITIES		
Deposits		
Individuals	\$ 2,166,667	\$ 2,106,614
Business and government	394,495	430,079
	2,561,162	2,536,693
Borrowings	687,406	634,358
Other liabilities		
Derivative financial instruments	25,454	26,088
Lease liabilities	3,243	3,744
Net defined benefit plan liabilities	4,160	3,703
Other	32,601	25,726
	65,458	59,261
TOTAL LIABILITIES	3,314,026	3,230,312
EQUITY		
Capital stock	437	422
Distributable surplus earnings	11,831	151,781
Reserves	405,738	258,776
TOTAL EQUITY	418,006	410,979
TOTAL LIABILITIES AND EQUITY	\$ 3,732,032	\$ 3,641,291

STATEMENT OF INCOME

(unaudited)

For the years ended December 31

(in thousands of Canadian dollars)	2023	2022
Interest income	\$ 141,664	\$ 98,951
Interest expense	78,874	37,240
NET INTEREST INCOME	62,790	61,711
Other income	18,733	17,443
OPERATING INCOME	81,523	79,154
Provision for credit losses (recovery)	2,028	(473)
NON-INTEREST EXPENSE		
Salaries and fringe benefits	18,058	18,398
Occupancy costs	3,700	3,764
Other	4,577	4,511
	26,335	26,673
OPERATING SURPLUS EARNINGS	53,160	52,954
Income on investments in the Federation	-	10,135
Income (loss) on fair value of derivative financial instruments	(3,441)	5,887
Assessments paid to Desjardins Group components and related costs	(33,443)	(29,371)
Community development expenses	(575)	(552)
SURPLUS EARNINGS BEFORE TAXES AND MEMBER DIVIDENDS	15,701	39,053
Income taxes on surplus earnings	2,192	5,875
SURPLUS EARNINGS BEFORE MEMBER DIVIDENDS	13,509	33,178
Member dividends	5,537	5,431
Tax recovery on member dividends	(1,467)	(1,439)
NET SURPLUS EARNINGS FOR THE YEAR AFTER MEMBER DIVIDENDS	\$ 9,439	\$ 29,186

STATEMENT OF CHANGES IN EQUITY

(unaudited)

For the years ended December 31

	Capital stock	Distributable surplus earnings	Accumulated other comprehensive income	Reserves							Total 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			
(in thousands of Canadian dollars)													
BALANCE AS AT DECEMBER 31, 2021	\$ 2,345	\$ 22,526	\$ 8,549	\$ 126,676	\$ 5,294	\$ (3,872)	\$ 200,168	\$ 8,787	\$ 17,102	\$ 2,045	\$ 356,200	\$ 389,620	
Allocation to reserves adopted by the members at the general meeting	-	(22,526)	-	-	-	-	14,874	-	6,896	756	22,526	-	
Net adjustment for member dividends	-	-	-	-	-	-	(32)	-	-	-	(32)	(32)	
Balance after distribution	2,345	-	8,549	126,676	5,294	(3,872)	215,010	8,787	23,998	2,801	378,694	389,588	
Net surplus earnings for the year after member dividends	-	29,186	-	-	-	-	-	-	-	-	-	29,186	
Other comprehensive income for the year	-	2,646	(8,549)	-	-	-	-	-	-	-	-	(5,903)	
Statutory transfer	-	119,512	-	(126,676)	4,346	2,818	8,786	(8,786)	-	-	(119,512)	-	
Net amounts used during the year	-	405	-	-	-	-	-	-	-	(405)	(405)	-	
Redemption of permanent shares	(1,744)	-	-	-	-	-	-	-	-	-	-	(1,744)	
Other net change in capital stock	(179)	-	-	-	-	-	-	-	-	-	-	(179)	
Interest on permanent shares	-	-	-	-	-	-	-	(1)	-	-	(1)	(1)	
Net adjustment for member dividends	-	32	-	-	-	-	-	-	-	-	-	32	
BALANCE AS AT DECEMBER 31, 2022	\$ 422	\$ 151,781	\$ -	\$ -	\$ 9,640	\$ (1,054)	\$ 223,796	\$ -	\$ 23,998	\$ 2,396	\$ 258,776	\$ 410,979	
Allocation to reserves adopted by the members at the general meeting	-	(151,781)	-	-	-	-	125,931	-	25,102	748	151,781	-	
Net adjustment for member dividends	-	-	-	-	-	-	(1)	-	-	-	(1)	(1)	
Balance after distribution	422	-	-	-	9,640	(1,054)	349,726	-	49,100	3,144	410,556	410,978	
Net surplus earnings for the year after member dividends	-	9,439	-	-	-	-	-	-	-	-	-	9,439	
Other comprehensive income for the year	-	(2,427)	-	-	-	-	-	-	-	-	-	(2,427)	
Statutory transfer	-	4,394	-	-	(2,532)	(1,862)	-	-	-	-	(4,394)	-	
Net amounts used during the year	-	424	-	-	-	-	-	-	-	(424)	(424)	-	
Other net change in capital stock	15	-	-	-	-	-	-	-	-	-	-	15	
Net adjustment for member dividends	-	1	-	-	-	-	-	-	-	-	-	1	
BALANCE AS AT DECEMBER 31, 2023	\$ 437	\$ 11,831	\$ -	\$ -	\$ 7,108	\$ (2,916)	\$ 349,726	\$ -	\$ 49,100	\$ 2,720	\$ 405,738	\$ 418,006	

NOTE TO THE FINANCIAL REPORT (unaudited)

NOTE 1 – TYPE OF OPERATIONS AND BASIS OF ACCOUNTING

Caisse Desjardins du Centre-est de Montréal (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.