
2024

Public Accountability Statement



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Message from the CEO

As we reflect on the past year, 2024 has been a year of growth and collaboration at Fairstone. Our theme, “Connected for success,” highlights our commitment to strengthening relationships across our business, enhancing customer experiences and creating lasting value for our communities. Despite the challenges of a rapidly changing global landscape, we embraced the power of connection, working together to achieve shared goals and new heights. This collective effort has bolstered both our financial position and our commitment to the communities we serve.

We finished 2024 stronger, with \$8.0 billion in consolidated assets, a clear indication of our robust financial health. Our nearly 1,800 employees continue to serve over 1.8 million Canadians, a reflection of the trust our customers place in us and the dedication of our team.

At Fairstone, we strive to be Canada’s most accessible and responsible consumer lending bank. Our focus on improving customer experience, operational efficiency and governance practices has been critical to our success. We remain committed to technological innovation, ensuring responsible lending practices remain at the forefront of everything we do.

Community engagement continues to be a priority for us. We proudly dedicated over 5,000 hours to volunteer efforts, collaborated with key partners such as the Canadian Women’s Foundation, the Canadian Red Cross and United Way, and made meaningful contributions to communities nationwide. Our support for financial literacy programs and initiatives that empower women and underrepresented groups further demonstrates our commitment to fostering a more equitable society.

In addition, Fairstone’s transparency in reporting, including our tax contributions and efforts to minimize our environmental footprint, reinforces our dedication to ethical practices and responsible corporate behaviour.

Looking ahead, we are excited about what 2025 will bring as Fairstone Bank merges with the exceptional team at Home Trust. This strategic partnership will combine our collective expertise and shared vision, enhancing our services, strengthening our market presence and offering Canadians a broader suite of financial products. Together, we will continue to create lasting value for our customers, employees and communities.

I invite you to read this year’s Public Accountability Statement, which highlights our contributions to Canadian society and the economy in 2024, including investments in sustainable growth, community engagement and responsible governance.



We embraced the power of connection, working together to achieve shared goals and new heights.

Together, we are building a stronger, more inclusive and financially empowered Canada.

Scott Wood

President and Chief Executive Officer
Fairstone Bank of Canada

About Fairstone Bank's 2024 Public Accountability Statement

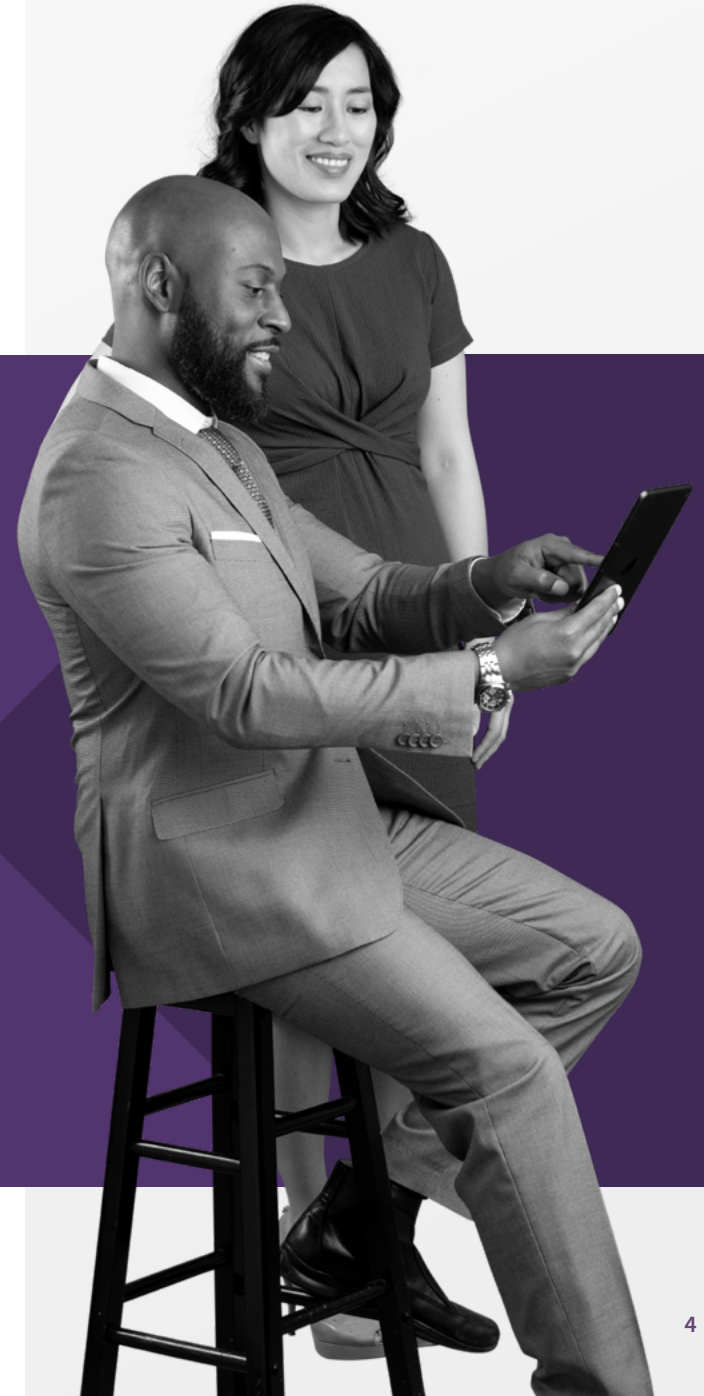
Fairstone Bank of Canada's 2024 Public Accountability Statement details Fairstone Bank and its subsidiaries' activities, including community engagements, philanthropic activities, charitable donations, paid taxes, number of employees, locations and more. It contains information about the 2024 fiscal year (January 1, 2024 – December 31, 2024) for Fairstone Bank of Canada and its subsidiaries, Fairstone Financial Inc., Eden Park Inc. and Fig Financial Inc. (hereinafter collectively referred to as "us" or "our" or "we" or "Fairstone"). Unless otherwise noted, all dollar amounts are expressed in Canadian currency.

Fairstone's affiliates

Fairstone Bank of Canada's affiliates operates under the following legal entity names, as of December 31, 2024:

- **Fairstone Financial Inc.**
- **Eden Park Inc.**
- **Fig Financial Inc.**

The information and activities presented in the Public Accountability Statement include those of the Bank and its affiliates.



About Fairstone

Fairstone Bank of Canada (“Fairstone Bank”) and its subsidiary, Fairstone Financial Inc. (“Fairstone”), provide a wide range of innovative financial services that enable Canadian consumers and businesses to achieve their goals. Collectively, Fairstone Bank and its subsidiaries offer credit cards and rewards programs, point-of-sale financing, automobile financing and fully digital personal loans through partners, in addition to unsecured and secured personal loans and mortgages online and at more than 255 branches coast to coast. With a long-established Canadian history, Fairstone Bank and Fairstone are committed to being Canada’s most accessible and responsible consumer lending bank.

OUR CORPORATE STRATEGY

Our corporate strategy is anchored by four pillars designed to drive our purpose and shape our future. These pillars are not just strategic directions; they are commitments to excellence, efficiency and ethical practice. At the core of this corporate strategy is our people, whose talent, dedication and insights fuel our success. As a roadmap, it enables each employee to significantly contribute to our purpose through:

Sustainable Growth

We aim for growth that is not just impressive in figures but sustainable in practice. This involves achieving smart earnings and receivables growth, enhancing returns, maintaining profitability, and optimizing operational efficiency while at the ready to seize strategic opportunities.

Customer Experience

Central to our operations is our commitment to our customers. We are redefining the customer journey, integrating more technology and personalization to create frictionless, satisfying experiences. Our focus is on understanding and anticipating customer needs, ensuring we are always a step ahead in providing tailored solutions.

Operational Efficiency

Efficiency, quality and innovation are the cornerstones of our operational strategy. We are investing in technology, enhancing processes and leveraging analytics for sustained improvement and business continuity.

Responsible Governance

The backbone of our strategy is strong governance and robust risk management. We are committed to ethical practices, regulatory compliance, and safeguarding information security.

OUR PURPOSE

Be Canada’s most accessible and responsible consumer lending bank.



OUR FOUNDATION

Our values are the foundation of our organizational culture, uniting individuals from diverse backgrounds by defining our collective expectations and guiding our decision-making process. By nurturing our culture, living our values and empowering each employee, we ensure the success of our purpose.



Integrity

We act with integrity and hold ourselves to the highest standards.



Respect

We treat everyone with respect and empathy.



Accountability

We own our role and behave responsibly.



Recognition

We contribute to and celebrate our shared success.



Diversity

We are open to different points of view and embody understanding.



Innovation

We bring forward new ideas, processes and products to create value for our stakeholders.

OUR FOOTPRINT ACROSS CANADA

Fairstone's corporate offices are strategically situated in Montreal, Toronto, Etobicoke and London, while our extensive presence spans **257 branch locations** in communities across Canada.



¹ Total assets as of December 31, 2024

LEADERSHIP PRINCIPLES

With our purpose as a foundation for our organization's culture, we also introduced a set of leadership principles that clearly outline our collective aspirations and expectations for all employees across our organization.

We view every member of every team as a leader who contributes to creating positive customer experiences. Our leadership principles help us establish a standard definition of what it means to work at Fairstone.

- Keep our customers at the centre of all that we do
- Lead the future with courage and compassion
- Be passionate and empower performance and behaviour
- Treat every dollar as if it were your own
- Collaborate to succeed
- Create positive employee experiences and invest in our people






OUR SERVICES







Fairstone offers a suite of innovative financial services that enable Canadian consumers and businesses to achieve their goals.

Our extensive industry expertise and legacy in Canada makes Fairstone Bank and its subsidiaries, Fairstone, EdenPark and Fig, experienced and credible partners.

Fairstone Bank Services

-  Credit Card Services
-  Related Protection Services
-  Guaranteed Investment Certificates (GICs)

Fairstone, EdenPark and Fig Services

-  Unsecured Personal Loans
-  Secured Loans
-  Mortgages
-  Point-of-Sale Financing
-  Automobile Financing
-  Digital Lending

Community Engagement

As a community-based lender, connecting with people living in the communities where we operate has always been a cornerstone in our practice to create meaningful change and contribute towards an inclusive and durable future.

Our dedication to our communities includes knowing their specific cultures, meeting their precise needs, and building the foundation for their prosperous future. Our employees generously invest their time, talent and expertise toward initiatives that lend a hand to regional communities across Canada through donations and volunteer work. In 2024, our employees have dedicated 5,325 hours to strengthening the bond between them and their communities. We are convinced that our contribution to Diversity, Equity and Inclusion, as well as Financial Literacy and Community Engagement, is fundamental to the local communities, and this is why we focus our commitment to those areas.



Community Sponsorship Program

By giving back to our communities, we aim to create a strong connection between employees and the local communities they serve. Through our Community Sponsorship Program, we provide both financial resources and dedicated volunteers to contribute to various community events. We actively encourage our team members to invest themselves in their neighbourhoods by supporting and participating in local initiatives. Our employees enthusiastically participate in these events, connecting with their communities and helping create a more vibrant and positive atmosphere. In 2024, Fairstone proudly sponsored 32 organizations and contributed \$75,000 to support community-focused initiatives, with many of our dedicated employees volunteering their time.

COMMUNITY SPONSORSHIP COMMITTEE

At the centre of Fairstone's commitment to community engagement is the Community Sponsorship Committee, a dedicated group comprised of members from each of our four geographic regions and representatives from the corporate offices and the Corporate Communications team. The committee plays an essential role in our Community Sponsorship Program, working meticulously to streamline collaboration among teams across Canada and actively seeking sponsorship opportunities in each local community. Additionally, the committee promotes the Fairstone brand by coordinating and orchestrating local events across all regions. Furthermore, they exhaustively identify and approve sponsorship opportunities that align with one or more of our key Corporate Social Responsibility pillars, ensuring that our contributions make a meaningful and durable impact in the communities we serve.

32

ORGANIZATIONS
sponsored in 2024
by Fairstone
branches

\$75K

INVESTED
in community
focused
sponsorship



Fairstone's dedicated employees enthusiastically volunteered at the Special Olympics Nova Scotia 2024 event.



Special Olympics Nova Scotia Truck Convoy (Nova Scotia)

Fairstone proudly supports Special Olympics Nova Scotia, an organization transforming lives through the power of sport. By offering training and competition opportunities to 2,500 athletes of all ages and abilities, they empower individuals with intellectual disabilities to thrive, fostering confidence, inclusion and acceptance. Guided by their vision of building inclusive communities, Special Olympics Nova Scotia showcases the talents and potential of these incredible athletes, inspiring us all to celebrate diversity and create a more inclusive world.

“Special Olympics Nova Scotia is committed to enriching the lives of Nova Scotians with an intellectual disability through sport. Our partnership with Fairstone Financial, through your sponsorship of the Big Rigs, Big Hearts, Big Results Truck Convoy, has benefitted our athletes in providing needed financial and volunteer support. Annually, they add so much to our event, as we welcome the Fairstone team with open arms and thank them for their commitment.”

MICHAEL GREEK

CEO, Special Olympics Nova Scotia

Hockey Helps the Homeless (Nova Scotia, Ontario)

Hockey Helps the Homeless leverages Canada's love for hockey to fight homelessness through Pro-Am tournaments, with 100% of net proceeds directed to local initiatives. In Halifax, funds support VETS Canada's Veteran Drop-In Centre, offering housing and employment aid to veterans, and Adsum's Outreach Program, providing housing and stability for women, youth and gender-diverse individuals. In the York Region, funds also support vulnerable youth and families through Blue Door and 360°kids. Fairstone is proud to support Hockey Helps the Homeless in creating lasting solutions to homelessness across Canada.

“Fairstone Financial's partnership with Hockey Helps the Homeless is instrumental in supporting vulnerable youth and families through the beneficiaries Blue Door and 360°kids in York Region. This partnership has provided Fairstone employees the opportunity to volunteer and connect with other sponsors, participants and volunteers at the event.”

GEORGE GIBBONS

Operations Coordinator on behalf of HHTH York



Fairstone employees from Nova Scotia and Ontario came together to support some Hockey Helps the Homeless events, volunteering their time and energy to make a difference in their communities.

West Island Blues Festival (Quebec)

The West Island Blues Festival combines a passion for music with a commitment to community. Dedicated to supporting non-profit organizations and promoting Blues in the West Island, the festival has donated nearly half a million dollars to local community initiatives over the years. Fairstone is proud to support this impactful event, which enriches the community while making a difference for those in need.

“We are proud that our mission continues in making a difference for the associations, providing valuable work to those most vulnerable. We are also grateful to have sponsors that contribute to the success of this event that now is presented in four neighboring communities on the West Island. Sponsors like Fairstone make a difference in allowing us to continue to provide not only the live entertainment and creating a sense of belonging for those that participate, but also for raising awareness and funds for these groups.”

DIMITRIOS BEIS

Co-Founder and Vice President - West Island Blues Festival



**NEARLY
\$500,000**
donated to local
community initiatives
over the years

Fairstone is proud to support the West Island Blues Festival, celebrating music and community spirit.



Great Cycle Challenge Canada (Ontario)

The Great Cycle Challenge is one of Canada's largest cycling events, uniting riders of all ages and abilities from every province and territory to fight childhood cancer. Since its inception in 2016, participants have cycled over 24 million kilometers and raised nearly \$47 million to support SickKids Foundation's research and efforts to find a cure. With over 1,700 children diagnosed with cancer annually in Canada, the challenge empowers individuals to make a meaningful impact and give kids the brighter futures they deserve. Fairstone is proud to support this initiative, inspiring Canadians to pedal toward a world without childhood cancer.



Fabian Meneses, Fairstone Branch Manager in Barrie, Ontario, cycles with the Great Cycle Challenge last August to raise funds for childhood cancer research.



London Pride Festival (Ontario)

Fairstone supports Pride London Festival, a not-for-profit organization dedicated to promoting diversity and equality. Through engaging, entertaining and educational events, Pride London fosters greater understanding and celebrates the vibrancy of our 2SLGBTQIA+ communities. We are honoured to contribute to this initiative, which unites individuals while championing inclusivity and respect.

“Generous donation and active participation in the Pride London Festival, like Fairstone's, are vital to creating a space where the queer community can feel safe and supported. It's through these acts of visibility and solidarity that we can make a real difference, and we are grateful for their continued commitment to standing with us in 2024.”

ROBYN HODGSON

President of the 2025 Board of Directors
London Pride Festival



Fairstone employees from the London District volunteered at the London Pride Festival, demonstrating our commitment to inclusion and support for the 2SLGBTQIA+ community.

List of the organizations that we supported in 2024:

Atlantic

- Canadian Mental Health Association (NB)
- Drive By Santa @ Autism Connections Fredericton (NB)
- Hockey Helps the Homeless (NS)
- Special Olympics Truck Convoy (NS)

Ontario

- Durham Outlook - Hunger Drive Charity Golf Tournament
- Durham Outlook for the Needy - 4 Free Meals
- Espanola Skating Carnival
- Great Cycling Challenge
- Hockey Helps the Homeless
- Liberty for Youth
- London Pride Festival
- Peterborough MusicFest
- Ride to Conquer Cancer
- Whitby Ribfest

Quebec

- Educational Alliance for Science & Technology
- Fondation Papillon
- Le Chaînon
- Leucan
- L'Œuvre des Samaritains
- Samba Levanta
- West Island Blues Festival

West of Canada

- Animal Lifeline Emergency Response Team (BC)
- Battle for the Badges Charity Hockey Game (AB)
- Calgary Drop-In Centre (AB)
- Cold Lake Extreme Mudfest (AB)
- Parksville Beachfest (BC)
- Peachland Canada Day Race & Rope (BC)
- Ride for Dad (MB)
- Rotary Club of Spruce Grove (AB)
- Royal Canadian Legion Branch 59 (AB)
- Super Strength for Super Kids (MB)
- Whoop & Hollar Festival (MB)



Community Matters Month

Every September, Fairstone comes together to celebrate Community Matters Month, a dedicated initiative to foster engagement, teamwork and community impact through volunteerism.

This month-long campaign exemplifies our commitment to giving back and making a difference where we live and work. Guided by our three central pillars—Supporting our Communities, Empowering Women and Promoting Financial Literacy—Community Matters Month provides opportunities for employees to strengthen team bonds while contributing to meaningful causes. This year's campaign saw impressive engagement, with 754 participations across 165 planned activities, including 65 food drives and support for over 90 charities. Through collective action, Fairstone continues to empower communities, inspire change and create lasting positive impact.



..... **Yvonne Van Ryk**
2024 Community Hero Award
Recipient and Branch Manager,
Duncan, British Columbia

INTRODUCING THE COMMUNITY HERO AWARD

In 2024, we introduced the Community Hero Award as part of our annual Community Matters Month initiative, recognizing employees who demonstrate exceptional dedication to supporting their communities. This peer-nominated award celebrates the outstanding contributions our team members make throughout the year, exemplifying our commitment to creating positive social impact. The inaugural recipient, Yvonne Van Ryk, a Branch Manager from Duncan, British Columbia, was honoured for her remarkable efforts, including organizing food drives, mentoring local youth and fostering community engagement. This initiative underscores our dedication to empowering individuals and strengthening the communities where we live and work.

VOLUNTEER DAY

Fairstone encourages employees to make a difference by supporting their volunteering activities through the Fairstone Volunteer Program. This initiative allows permanent full-time and eligible part-time employees to receive a paid day each year to volunteer for a registered charity of their choice, focusing on our three CSR pillars. This activity can be planned during regular work hours and scheduled on a single day or distributed over multiple days. This feature offers more flexibility in scheduling their contribution and brings a higher participation rate to benefit our communities.

5,325
HOURS
of volunteer work
in 2024

Corporate Donations and Fundraising Campaigns

Fairstone corporately extends financial support to charitable organizations and community initiatives in the spirit of community and corporate responsibility.

Our commitment to foster meaningful change goes beyond responsible lending solutions; it encompasses a dedication to giving back and making an impactful and positive difference in our communities. Our corporate donation initiatives and fundraising campaigns highlight our mission to empower individuals, strengthen the link with our communities and create a brighter future for all.



RED CROSS PARTNERSHIP

In 2024, Fairstone continued its three-year, \$75,000 partnership with the Canadian Red Cross, reinforcing our commitment to making a lasting impact on the communities we serve. This collaboration highlights our dedication to supporting those in need and reflects our broader corporate social responsibility efforts. We look forward to developing our involvement with the Canadian Red Cross and working together to build stronger, more resilient communities across Canada.

DOUGLAS FOUNDATION

For the fourth consecutive year, Fairstone pledged a \$20,000 corporate donation to the Douglas Foundation to support an annual fundraising event promoting mental health awareness. This unique initiative invited the community to a captivating and colourful Bingo Night. Our corporate donation reflects our commitment to creating positive change in our communities by supporting mental health research and the Douglas Foundation's initiatives.

To create
a brighter
future for all.

\$75K

3-year partnership with
Canadian Red Cross

\$20K

donation to the
Douglas Foundation

\$80K

4-year commitment to
the Canadian Women's
Foundation's Economic
Development Program

\$246K

in employee and
corporate donations
for United Way

\$56K

fundraised
for Leucan

CANADIAN WOMEN'S FOUNDATION PARTNERSHIP

Diversity and gender equality are the cornerstones of our CSR strategy. We sincerely believe that diversity and gender equality are essential to any organization's health, productivity and success, both from an employee and organizational standpoint. Therefore, in 2024, Fairstone is continuing a four-year, \$80,000 commitment to the Canadian Women's Foundation's Economic Development Program and continues collaborating on initiatives to help women, girls and gender-diverse people escape poverty.

399
ANGEL DAYS
granted for
the 2024 UW
Campaign



FAIRSTONE'S UNITED WAY CAMPAIGN

In 2024, Fairstone's United Way Campaign exceeded expectations, showcasing the strength of collaboration and generosity across our organization. The campaign raised an impressive \$246,625 in donations, marking a 16% year-over-year increase. This success was fueled by innovative tactics, including branch and corporate office contests, peer-driven "Champions" engagement and exciting activities like the End-of-Campaign Big Bingo Bonanza, hosted by comedian JC Surette. Employees across all regions participated enthusiastically, inspired by live United Way speaker events, personalized outreach and leaderboards tracking weekly progress. Additional contributions were driven by Fairstone's Community Builders and Leader Donors, with matching programs and corporate gifts amplifying the impact.

In appreciation of our employees' generous participation in the campaign, Fairstone rewards those who contribute the equivalent of one hour's pay each month through payroll deductions with an Angel Day, granting them an extra day of planned time off. Since 2018, Fairstone has proudly given a total of 2,086 Angel Days to employees who actively participate in the United Way fundraising campaign.



Several courageous employees participated in the Shaved Head Challenge for Leucan.

2024 FAIRSTONE X LEUCAN CHALLENGE

The 2024 Fairstone Challenge in support of Leucan campaign has once again been touching, with our collective efforts and empathy making a lasting impact on the lives of children with cancer and their families. Key highlights include Fairstone employees fundraising an impressive \$43,590 for Leucan, demonstrating our collective strength and commitment to making a difference. To support this cause even more, Fairstone has contributed an additional \$12,500 to Leucan, for a total of \$56,090. For a second year, The Leucan Committee organized a memorable run in St-Jean-sur-Richelieu, Quebec, where employees, families and friends united in solidarity for the cause. Additionally, a record-breaking number of nine employees participated in the Shaved Head Challenge for Leucan, leaving a significant mark of their determination and implication.

MORE THAN

60

Employees participated in the 2024 Fairstone x Leucan Challenge

“It’s with emotion and pride that the Fairstone team has donated more than \$395,000 to Leucan over the past 9 years. This amount represents not only the recovery of some 30 children with cancer but also the assistance and support provided to their families. Beyond the money raised, we’re proud to see more and more employees getting involved in the challenge with their families to support this unique cause that is so close to our hearts. Year after year, the Fairstone family proves that alone, we go faster, but together, we go further.”

JEAN-MARC RICHARD

District Manager, Quebec Area and Leucan Ambassador at Fairstone



Financial Literacy Tools and Partnerships

Financial literacy is an essential part of empowering Canadians to make informed and responsible financial decisions.

Beyond offering tailored and responsible lending solutions, we have cultivated a variety of initiatives designed to empower individuals with the knowledge, tools and confidence needed to make informed financial decisions. Whether through in-person interactions at our branch locations or access to a wealth of resources online, we strive to equip both current and prospective borrowers with the information they need to navigate their financial journeys successfully.

In 2024, Fairstone expanded its efforts to provide accessible tools, resources and partnerships that support financial well-being and help individuals navigate their financial journeys confidently.

Here is a summary of our initiatives:

● Interactive Tools and Resources

- Fourteen free online loan calculators to explore options, calculate payments and make informed borrowing decisions.
- A series of articles, infographics and videos covering topics such as borrowing options, budget management and fraud prevention.
- Interactive quizzes to help users deepen their financial knowledge.

● Expanded Educational Content

- Published 319 new pieces of unique content (638 in English and French combined), supporting borrowers through their financial journey.
- Created 20 financial literacy videos on YouTube, with a total of 278,363 views.
- Financial literacy calculators and quizzes were viewed 281,690 times.

● Check Your Credit Score Day

- Hosted the second annual **Check Your Credit Score Day** on November 2, in partnership with Borrowell, ClearScore, Credit Karma, Equifax and Fig. This initiative encouraged Canadians to regularly monitor their credit health.

● Fraud Prevention and Senior Support

- Developed resources to help seniors avoid financial abuse, fraud and telemarketing scams.
- Information is available online under the Resources for Seniors tab or physically upon request.

● Personalized Support for Borrowers

- Free, personalized, no-obligation loan quotes with no impact on credit scores.
- Access to online account management for borrowers to oversee their loans and track progress proactively.

● Engagement and Outreach

- Provided financial literacy tools and tips on Fairstone.ca to help borrowers achieve their financial goals.
- Continued focus on supporting younger generations through education initiatives that promote budgeting, saving and financial planning skills.

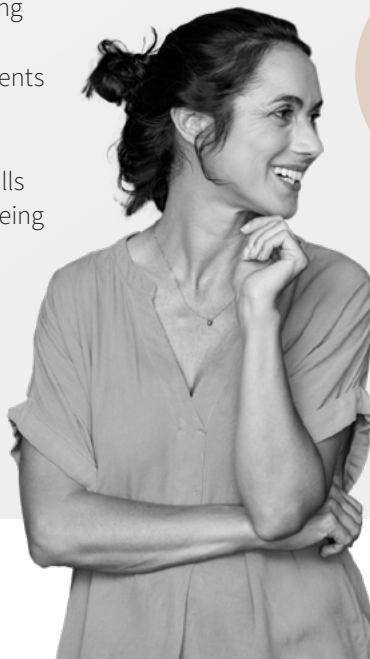
By offering these tools and resources, we remain dedicated to fostering financial literacy and empowering Canadians to make confident and informed financial decisions.

PARTNERSHIP WITH JA CANADA

Since 2015, Fairstone has proudly partnered with JA Canada, the nation's largest youth business education organization, to empower students from grades 3 to 12 with essential financial and academic skills. This long-standing collaboration equips young Canadians with the confidence and knowledge needed for success in school, work and life. Reflecting our ongoing commitment, we renewed our annual \$50,000 agreement in 2024 to continue supporting JA Canada's educational mission and impactful programs nationwide.

This year, Fairstone once again proudly supported the Empowering Young Women event hosted by JA Canada on March 26. Aligned with our Corporate Social Responsibility pillar of Empowering Women, this inspiring initiative aimed to encourage young women to pursue their dreams and aspirations. By participating in this event, Fairstone reaffirmed its commitment to fostering confidence, ambition and opportunities for the next generation of female leaders.

Fairstone served as the presenting sponsor, contributing \$15,000 to the JA Quebec Gala at Marché Bonsecours in Montreal, celebrating achievements in youth education and empowerment. This important event, which celebrates the remarkable achievements of young entrepreneurs in the Student Business program, featured over 600 participants this year. During the gala, students who demonstrated outstanding entrepreneurial skills were awarded bursaries and internships, with the highlight being the competition for the coveted title of Company of the Year. Attendees had the opportunity to network with these young entrepreneurs, discovering their innovative projects and learning more about their journeys and aspirations.



**OVER
20
VOLUNTEERS**
participating in
JA programs

\$65K
total contributed
to JA activities

To encourage all Fairstone team members to engage with JA Canada programs, our permanent full-time and part-time employees, working at least 20 hours per week, can dedicate one working day per year to teaching in a JA Canada Program. This volunteer activity can be scheduled during regular work hours, whether on a single day or scattered over multiple days, for up to a maximum of 7.5 hours. This flexibility allows us to drive further positive change with the next generation.

With over 20 Fairstone volunteers participating in JA programs in 2024, we have reached many students across Canada, aiming to enhance financial acumen from an early age and equip the next generation with essential skills for their future.



"Volunteering for JA Québec has been incredibly rewarding. In five years, I've been able to empower the next generation and help them make informed financial decisions. Interacting with the children and seeing them understand and apply the concepts has given me great personal satisfaction. Being part of JA Québec is inspiring and motivating, and it helps me grow by applying my knowledge and connecting with people who are passionate about education and community service."

BRYAN KHAN

Senior Account Manager, Retail Financing,
and Volunteer at JA Canada

FINANCIAL LITERACY MONTH

During the month of November, recognized as Financial Literacy Month all over Canada, Fairstone celebrated another impactful campaign dedicated to one of our key corporate social responsibility pillars: Promoting Financial Literacy. Acknowledging that financial literacy is the cornerstone of financial health, Fairstone also offers a wide range of resources yearly to enhance Canadians' financial knowledge and support informed decision-making. We work with partners like Sun Life Financial and JA Canada throughout the year to empower our employees, customers and communities to develop financial knowledge. Specifically, during the month of November, we offer additional resources and activities to support financial literacy. This year, our engagement included notable initiatives such as Check Your Credit Score Day on November 2, Sun Life Webinars and Volunteer Recruitment for JA Canada.

In November 2024, Fairstone celebrated Financial Literacy Month by promoting its second annual Check Your Credit Score Day on November 2, reaffirming its commitment to the financial well-being of Canadians. Partnering with organizations like Borrowell, ClearScore, Credit Karma, Equifax and Fig, Fairstone encouraged Canadians to regularly review their credit reports to detect fraud, ensure accuracy and improve their financial health. This initiative highlighted the importance of credit monitoring as a tool for fostering financial awareness, empowering Canadians to make informed decisions and unlocking better financial opportunities.



Acknowledging that financial literacy is the cornerstone of financial health, Fairstone also offers a wide range of resources yearly to enhance Canadians' financial knowledge and support informed decision-making.

Supporting Customers, Employees and Special Populations

Keeping our customers at the centre of all that we do is a deeply rooted principle guiding our actions. It steers us in our daily activities and it stimulates our dedication to keep our focus on our customers.

We are determined to ensure that every interaction with our products leaves our customers feeling genuinely understood, valued and satisfied.

Fairstone's engagement in delivering remarkable and frictionless customer experiences is emphasized by our continual efforts to customize and innovate our products and services. We are mindful that the key to building trust and fostering fidelity resides in gaining a profound understanding of our customer's needs and ambitions. To achieve this, we leverage the power of research and data, drawing invaluable insights that brighten the path to success for both our customers and partners. By supporting their success, we, in turn, thrive, creating a mutually rewarding partnership that stands as a tribute to our promise to our customers' financial wellness.



Access to Financial Services for Our Customers

With nearly a century of lending experience, Fairstone is a trusted and responsible credit provider. Our extensive comprehension of varied credit profiles and devotion to continuous innovation have culminated in a suite of products methodically personalized to meet the needs of both prime and near-prime borrowers. This approach ensures even those traditionally overlooked by conventional financial institutions find a trustworthy partner in us.

Our exhaustive range of products includes unsecured personal loans, home equity loans and mortgages, serving near-prime borrowers both online and through our comprehensive network of 257 branches from coast to coast. Additionally, we proudly joined forces with over 2,000 active retail partners across Canada, offering flexible retail financing options to their valued customers. Fairstone also provides credit cards, rewards programs, automobile financing, and entirely digital personal loans through partners, with each product and business line emphasizing making financial solutions responsible and accessible for all Canadians. We serve a very diversified clientele including seniors, individuals with disabilities, low-income families and the underserved portion of the population.

CREDIT CARD CUSTOMERS

We administer the Walmart Rewards™ Mastercard® and the Walmart Rewards™ World Mastercard® which allow consumers to earn reward dollars on everyday spending, redeemable against items purchased at Walmart stores in person and through Walmart's online presence. In addition, creditor insurance, extended warranty, accident insurance and credit monitoring services are offered to the credit card customer base through partnerships with leading insurers and providers in the Canadian market.

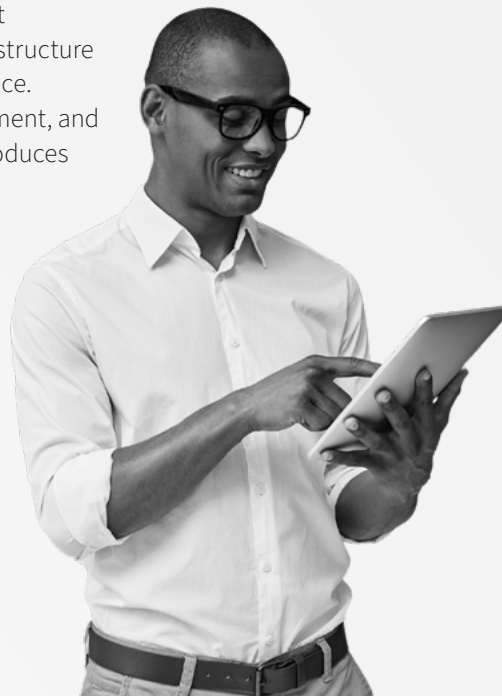
We also manage the First National Home Equity Secured Mastercard. Launched in 2021, this credit card offers a larger credit limit and is tailored to consumers who have built sufficient equity in their principal habitation to act as security for the credit limit. It is intended to fund customers' projects and personal needs, helping to make life more affordable and for consumers to enjoy the versatility to make larger purchases supported by a larger limit.



LOAN CUSTOMERS

We develop individualized borrowing solutions for near-prime Canadians who need access to funds, whether for a pressing expense or to consolidate and pay off debt. Borrowers can also use a Fairstone loan to help rebuild credit, as it allows them to make sound financial decisions related to on-time payments. They also have the opportunity to use a loan proactively for debt management via debt consolidation.

Our Direct Lending business emphasizes serving near-prime borrowers, whom we typically define as being customers with FICO® scores² of between 550 and 699. Personal loan customers usually come to us with an urgent, often unforeseen, borrowing need such as home and vehicle repairs, debt consolidation or household expenses. We use a hybrid operating model that balances centralized decision-making and infrastructure with a customer-centric approach to client service. Our customer-centric approach is high-engagement, and relationship-driven, which we are convinced produces significant customer satisfaction, drives better credit results and leads to reaffirming lending opportunities. We offer our customers various channels to access our lending products (in person, telephone, online, chat and mobile), providing the customer with a personalized experience. While our online lending channels are growing quickly and are at the forefront of our development strategy, distribution of our direct lending products is underpinned by a national branch network which remains at the backbone of our business.



Personal loans are either unsecured or secured. Our personal loan products are fixed-rate, fixed-term and require fixed monthly payments, fully amortizing over the life of the loan. When taking security, we look to securing a mortgage with owner-occupied real estate, which can include either a first or second mortgage.

Fairstone, as a community-based lender with a considerable presence across 257 branches from coast to coast, is committed to serving urban, suburban, rural and metropolitan communities. Our well-trained lending specialists are devoted to customizing lending solutions to meet the specific needs of our customers, ensuring they receive the outstanding service they deserve. Whether customers prefer in-person interactions or digital services, we are devoted to providing the highest standard of service and support, no matter how they choose to interact with us. We carefully consider the needs of our customers, employees and communities in every decision we make.

We continually evolve our solutions to assist our customers in managing debt and improving their financial well-being. Our commitment extends beyond loans; we provide continual support and financial education to empower our customers on their credit journey. Fairstone credit products are valuable tools for borrowers looking to rebuild their credit. It offers the opportunity to make sound financial choices, including on-time payments, and the flexibility to manage and pay off debt through consolidation effectively. In 2024, our thorough approach yielded significant results, with 44% of Fairstone customers experiencing improved credit scores³. This achievement underscores the importance of enabling individuals to take action on their financial futures, eventually moving toward a more secure and prosperous credit standing.

² A FICO® score is a particular brand of credit score. FICO stands for the Fair Isaac Corporation. FICO pioneered a method for calculating credit scores based on information collected by credit reporting agencies. A credit score is a number that is used to predict how likely you are to pay back a loan on time.

³ Based on unsecured personal loan customers.

FINANCING CUSTOMERS

Fairstone offers specific retail financing programs to support the growth of Canadian businesses and to provide their valued customers with a flexible way to pay for large purchases over time. For over 50 years, our retail financing services have been essential in facilitating sales for around 2,000 active retail partners nationwide, covering a broad range of products from furniture and electronics to specialized services in dentistry, optometry and veterinary care.

We leverage advanced technology to deliver a frictionless omnichannel financing experience, enabling consumers to apply for financing anytime and anywhere through our instant online application process. This advantage is part of our commitment to a seamless customer journey, further underpinned by recent important investments in technology for an improved customer and partner experience, including our transition towards paperless financing.

Customers can now choose between monthly print and electronic statements, detailing transactions, outstanding balances, available credit, plan types, and more. Opting for online account management offers the added practicality of eStatements and email alerts, stimulating engagement through our digital platforms. Customers can visit our website at [**Fairstone's Monthly Statement Guide**](#) for guidance on understanding these statements.

In February 2024, we also refreshed our FAQ pages to more efficiently address the needs of new applicants and existing customers. The topics covered range from applying for financing to managing payments and understanding account features. These updates aim to foster transparency and accessibility and can be explored further at [**Fairstone's FAQ**](#).

Fairstone also provides installment loan financing for vehicle purchases via a comprehensive network of 3,400 active automobile dealer partnerships. Our auto loans, secured by the vehicle itself, feature fixed rates, fixed payments, and are fully amortizing, ensuring clarity and predictability for borrowers.

We leverage cutting-edge technology to deliver a frictionless omnichannel financing experience.



Continuing Our Digital Journey to Enhance Customer Experience

We remain committed to driving digital innovation and evolving our operations to seamlessly align with the ever-changing digital landscape by ensuring our products meet always evolving customer expectations. In 2024, we introduced various digital optimizations to enrich the overall customer experience and increase accessibility to our services.

STRATEGIES FOR CUSTOMER-CENTRIC DIGITAL OPTIMIZATION

Our continuous efforts reflect our objective to digitalize and enhance the customer experience. We always seek ways to fast-track our operations while putting our customers' needs first, proving how leveraging technology creates more efficient and rewarding interactions for our valued customers. As we embrace digital transition, our focus remains on driving innovation and updating our services to meet the dynamic expectations of our customers and partners through various pilot projects. Our journey toward a progressively digital future is steered by our commitment to delivering outstanding customer experiences and accomplishing our broader goals.

MEETING CUSTOMERS WHERE THEY ARE: OUR INCLUSIVE AND ACCESSIBLE APPROACH TO SERVICE

We have continued expanding our full-service digital lending, acknowledging the importance of diversity as a key principle in our approach. We offer online and remote loan fulfillment, harnessing digital channels to bolster the overall customer experience. As a high-touch lender, our engagement is to serve customers in their favourite manner—whether it is online through remote loan fulfillment, over the phone, or in person in one of our branches.

While we continue to enhance full-service digital lending, our focus has also been to provide customers the opportunity to meet with a member of our staff in person. We ensure accessibility and availability, serving rural, urban, and metropolitan customers who may be underserved by traditional banks. Our offering extends to people with disabilities, who can either visit a branch for in-person consultations with a lending specialist or connect virtually or over the phone. Regardless of the channel, every loan is performed with a human touch, emphasizing our ongoing efforts to customer-centric service.



This year, over
85% of loans
were executed
digitally⁴.

ADVANCING DIGITAL ACCESSIBILITY

In 2024, we continued to promote the adoption of digital services, making significant strides in e-statement enrollment. Retail financing e-statement adoption increased from 69% in December 2023 to an impressive 78% in December 2024, while credit card adoption rose from 41% to 46% over the same period. To encourage this shift, we leveraged multiple channels, including email prompts, statement inserts, Call Centre sign-ups and Interactive Voice Response enrollment, alongside educational content such as tutorial videos on YouTube and social media.

To further enhance convenience for our customers, our customer care agents are equipped to seamlessly enroll customers in paperless statements during phone interactions. This not only aligns with customer preferences for digital accessibility but also reduces printing and postage, enabling cost savings that we reinvest in process improvements and digital innovation.

Additionally, we introduced a replacement solution for fax submissions, providing our Customer Service team with a more efficient way to assist customers in sharing document images. These advancements reflect our ongoing commitment to improving customer convenience and operational efficiency while supporting a more sustainable future.

BRANCH EFFICIENCY: DRIVING PRODUCTIVITY AND ENHANCING CUSTOMER SERVICE

Improving branch efficiency remains a priority, allowing our lending specialists to focus more on customers while reducing administrative tasks. In 2024, several initiatives boosted productivity across our network.

Enhancements to the Canada Asset Sale process gave the asset sale team direct access to required documents, eliminating up to 75% of branch effort and saving approximately 768 hours annually. We also centralized the Secured Personal Loan and Fully Secured Real Estate discharge process, transitioning it to a fully digital system. This change saves 435 hours annually and ensures compliance with legislated processing windows. Additionally, a system search upgrade introduced universal search across all phone number fields, enabling faster access to customer records and saving up to 21,000 hours annually.

These advancements reflect our focus on operational efficiency while maintaining our commitment to high-quality, customer-focused service.



REFINING CUSTOMER EXPERIENCES THROUGH DIGITAL INNOVATION

In 2024, we have continued our journey toward digital optimization, building on our efforts to enhance the customer experience through thoughtful use of technology. By seeking practical ways to streamline operations and improve accessibility, we remain focused on aligning our digital tools with our customers' evolving needs.

This year has been marked by ongoing initiatives and pilot projects aimed at refining our services and creating more efficient, user-friendly interactions. As we advance our digital transformation, our emphasis remains on driving meaningful innovation while maintaining a balance between progress and customer-centricity. These efforts reflect our commitment to continuous improvement and delivering reliable, accessible solutions that adapt to the changing expectations of our customers and partners.

"I had a very good experience with Fairstone! From the application to the loan closing, everything went smoothly and as promised. There were no issues at all. I will definitely use Fairstone again and highly recommend it. The online interface makes it simple to manage payments and track my balance."

BRIAN
Trustpilot

Smarter Appraisals, Faster Loans: The Impact of Automated Valuation Models

In 2023, we introduced Automated Valuation Models (AVMs) for property appraisals on our Secured Personal Loans, testing the tool in 60 branches located in urban and suburban areas. Encouraged by positive adoption and results, we expanded the use of AVMs to all Fairstone branches in 2024. This automated appraisal tool, powered by machine learning, has transformed the loan process by reducing loan closing times to just half a day, significantly enhancing customer convenience.

In addition to improving the customer experience, AVMs have reduced appraisal costs by 48%, with the savings passed directly to customers. The tool has also contributed to environmental sustainability by reducing the need to drive to conduct appraisals and lowering our environmental impact. Since its launch, the introduction of AVMs has resulted in more accurate property values, boosting booking rates by 19% and enabling a smoother, faster lending process for both customers and employees.

AI Integration: Expanding the Hot Lead Bot

In 2024, Fairstone built upon the success of its AI-driven customer engagement program, which provides support to customers through automated systems. This initiative efficiently addresses inquiries and connects customers with lending specialists, offering them flexibility in how they prefer to communicate. The program has generated strong results, with great engagement rates. This innovative approach continues to enhance the customer experience by delivering timely, accessible and effective support.

Expanding Payment Options with Mobile Wallet Integration

In November 2024, we launched the mobile wallet feature for the Walmart Rewards Mastercard, allowing customers to use Apple Pay⁵ and Google Pay⁶ with their mobile devices to make payments and earn Walmart Rewards at Walmart and participating merchants, both in-store and online. This initiative enhances convenience and simplifies the payment experience, reflecting our commitment to meeting customers' evolving needs through practical digital solutions.

Supporting Seniors

As part of our commitment to greatness in customer service, we take pride in ensuring that the senior population can access financial products tailored to their specific needs and preferences.

To achieve this goal, we have implemented various initiatives designed to provide exhaustive support and resources.

CODE OF CONDUCT FOR THE DELIVERY OF BANKING SERVICES TO SENIORS

As a member of the Canadian Bankers Association, Fairstone adopted the *Code of Conduct for the Delivery of Banking Services to Seniors* (the “Code”) in 2019. This voluntary Code of Conduct sets out principles to guide banks that deliver banking products and services to seniors in Canada. For the purposes of the Code, a “senior” is an individual in Canada who is aged 60 or older and is transacting for non-business purposes.

COMMITMENT TO SENIORS: THE ROLE OF THE SENIOR’S CHAMPION

Since 2021, Fairstone has a designated Senior’s Champion whose role is to represent the interest of seniors with the Company. The responsibilities of the Seniors’ Champion include providing leadership in the application of the Code, promoting and raising awareness of matters affecting seniors, and engaging with seniors, subject matter specialists and organizations promoting seniors. To that effect, over the years, Fairstone conducted consultations with seniors within our communities to better understand their preference and ability with digital versus other means of communication for their financial services.

COMMUNICATION WITH SENIORS

Our employees and representatives are trained to deliver exceptional customer service that considers the needs of seniors and follow annual training on communicating with and providing services to them. The focus of the training is on identifying vulnerable sectors and understanding our resources available for seniors. At any time, senior customers with accessibility concerns may contact the Customer Care Centre to request consumer communication materials in an alternative format.

Additionally, we ensure that all Fairstone employees undergo annual training on the Senior’s Code, which is continuously updated to reflect the changing needs of seniors and the identification of vulnerable sectors. This training provides our staff with a significant understanding of the resources available for seniors,

reinforcing our engagement to their financial well-being.

We have incorporated a dedicated **Resources for Seniors** tab on all Fairstone Bank of Canada websites, including Fairstone Bank, Fairstone Financial and EdenPark, to spotlight pertinent resources. We also have proactively implemented retirement-focused content through our website, Fairstone.ca, with a distinct emphasis on improving financial literacy among seniors. This content encapsulates various aspects of financial planning for retirement, including considerations regarding borrowing money during retirement. Those resources are available in the Learn section of the Fairstone website.



FINANCIAL ABUSE AND FRAUD PROTECTION RESOURCES FOR SENIORS

Over the years, Fairstone created specific resources with knowledge to support seniors’ ability to manage their finances better, avoid financial abuse and protect themselves from fraud, including telemarketing scams, theft and identity fraud and ways to prevent financial elder abuse. This information is available physically upon request and can also be found in the tab **Resources for Seniors** of the Fairstone website.

People With Disabilities

At Fairstone, diversity, equity and inclusion (DEI) has always been integral to our identity. As one of our core values, DEI is based on the principle that a person's differences in experiences and unique perspectives are what help our communities grow stronger. We are determined to ensure an equitable service for those with disabilities. In addition to providing employee training and designing facilities that ensure people with disabilities can maintain their dignity and autonomy, we actively seek to prevent barriers and remove limitations faced by people with disabilities, including barriers to accessibility. As part of this work, we ensure ongoing adherence to accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Accessible Canada Act, as applicable..



FAIRSTONE'S ACCESSIBILITY PLAN

In 2024, we released our first Accessibility Plan, an extensive document designed to identify potential barriers and opportunities for improvement in various aspects of our business. This plan is integral to Fairstone's ESG strategy and aligns with our goals to promote diversity, equity and inclusion. In addition to proposing a concrete plan of action regarding accessibility, readers can find all the necessary information to present feedback regarding our accessibility journey. Our document is available on [Fairstone.ca](https://www.fairstone.ca) and can be physically available upon request.

DESIGN OF PUBLIC SPACES

We meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. We have put the following procedure in place to prevent service disruptions to the accessible parts of its public spaces:

- Fairstone is advised by property management any time there is a disruption of services or access to the building(s) by the public.
- We provide temporary arrangements where necessary to accommodate public access to our business offices when accessibility is impacted.

In the event of a service disruption, we will notify the public of the service disruption and the available alternatives.

INFORMATION AND COMMUNICATIONS

We are committed to meeting the communications needs of people with disabilities. To that effect, we consult with individuals with disabilities to determine their specific information and communication needs. Fairstone's websites and website content – [FairstoneBank.ca](https://www.fairstonebank.ca) and [Fairstone.ca](https://www.fairstone.ca) – conform to WCAG 2.0, Level AA requirements.

We are dedicated to providing feedback processes that are accessible to people with disabilities, including:

- Multiple feedback channel options such as email, telephone or regular mail.
- Updates to the "Accessibility" section of Fairstone's website – [Fairstone.ca](https://www.fairstone.ca) – to include additional contacts for people with disabilities.

Public Consultations and Commitments



Listening to What Our Customers and the Public Have to Say

Customer service is essential to credit solutions, from providing products that align perfectly with our customers' borrowing needs to striving to deliver remarkable customer service.

To ensure we are in sync with customers, we constantly collect customer feedback across all products and along the customer journey to evaluate performance and gather retroaction for ongoing improvement.

Fairstone actively engages with customers and consumers to gather insights and measure satisfaction through various surveys. In the past years, Fairstone has implemented semi-annual surveys for both our loan and retail financing customers and conducted an annual brand awareness survey using external vendors.

The customer experience surveys for direct lending explored several key satisfaction metrics, questions about existing products and services, and the customer's experience in acquiring these services, including aspects of the digital lending process like completing loan applications and setting up online account management. Similarly, the retail financing customer experience survey assesses satisfaction concerning our current offerings and the acquisition process of these services.

It is important to us that our products meet the needs of our customers.



The brand awareness survey targeted consumers across Canada and covered their awareness of our services, perceived value and the overall strength of the Fairstone brand.

Our social media team is dedicated to addressing customer concerns, responding to inquiries and providing timely support across platforms. Over the past year, we have received more than 5,000 customer interactions on social media. Every interaction is reviewed and routed to the appropriate team for response by live agents in the Care and Marketing teams. Constant monitoring and daily interaction with customers through their channel of choice is one of the many demonstrations of our focus on being accessible and responsive. This approach has contributed to a strong 4.1-star Google⁷ rating, showcasing the trust our customers place in us.

⁷ Google is a registered trademark of Google LLC

COMPLAINT MANAGEMENT

At Fairstone, we value our customers' feedback and remain committed to providing clear, efficient and effective avenues to address any concerns. Our robust **complaint-handling procedure**, accessible on our website, ensures transparency and empowers customers to resolve their issues with ease. This process reflects our dedication to continuously improving our products and services while maintaining trust and satisfaction among our customers.



In 2024, Fairstone's Commissioner reviewed a total of 21 complaints, with 6 resolved, 15 closed and 0 ongoing. These insights drive us to continually refine our processes and deliver better outcomes for our customers.

Voluntary Codes of Conduct and Public Commitments

To help ensure that our consumers' rights are protected, we have adopted several Voluntary Codes of Conduct and Public Commitments, which are non-legislated commitments, voluntarily made by companies, associations and other organizations. The following guidelines outline the high standards and level of service consumers can expect when doing business with us. The list can be found on **our website**.

VOLUNTARY CODES OF CONDUCT

- Code of Conduct for the Credit and Debit Card Industry in Canada
- Code of Conduct for the Delivery of Banking Services to Seniors
- Code of Conduct - Mortgage Prepayment Information
- Code of Conduct - Authorized Insurance Activities (Canadian Bankers Association)
- Principles of Consumer Protection for Electronic Commerce

PUBLIC COMMITMENTS

- Commitment on Modification or Replacement of Existing Products or Services
- Commitment to Provide Information on Mortgage Security
- Commitment on Powers of Attorney and Joint Accounts
- Mastercard Zero Liability
- Plain Language Mortgage Documents

Our customers can access these documents on **FairstoneBank.ca, Fairstone.ca, Edenparkcanada.com** et **fig.ca**. The voluntary codes of conduct and public commitments applicable to Fairstone are also available at our branches.

About Our Employees

Our workforce has been one of our priorities for nearly a century, and we firmly believe in empowering each employee to achieve their utmost potential. Our employees' contributions are the cornerstone of our company's success. By nurturing an inclusive and welcoming culture, we strive to create a unique workplace that promotes diversity and offers equal opportunities for all employees to flourish and significantly contribute to our purpose. We proudly employ more than 1,800 employees across Canada through our branch network or our corporate, retail financing, automobile financing and digital financing positions.

BRANCH NETWORK

We help near-prime Canadian borrowers find loan solutions that fit their needs and budgets. Our employees have an excellent customer service background or experience in a retail environment.

RETAIL AND AUTOMOBILE FINANCING

Our employees offer business-to-business solutions, including retail financing and automobile financing via merchants and dealer partners across Canada.

CORPORATE POSITIONS

We have corporate offices in Etobicoke, London, Montreal and Toronto. We offer rewarding roles in finance, marketing, communications, risk management, human resources, operations, customer service, and more, that provide growth and recognition opportunities.

Active Paid and Unpaid Employees per Province as of December 31, 2024

Province/Territory	Full time	Part-time	Total
Alberta	153	2	155
British Columbia	96	2	98
Manitoba	51	1	52
New Brunswick	52	1	53
Newfoundland and Labrador	47	0	47
Northwest Territories	2	0	2
Nova Scotia	49	3	52
Nunavut	0	0	0
Ontario	577	7	584
Prince Edward Island	6	0	6
Quebec	651	70	721
Saskatchewan	33	0	33
Yukon	3	0	3
TOTAL	1,720	86	1,806

Income Taxes Paid or Payable in Canada

Fairstone is proud to play an active role in the Canadian economy. For the year ending December 31, 2024, we paid a total of \$82,678,066 in income taxes. The table below summarizes our 2024 tax expenses paid and payable in all Canadian jurisdictions, as applicable*.

Federal/Province/Territory	Income taxes
Federal	\$45,948,306
Alberta	\$2,001,489
British Columbia	\$1,665,032
Manitoba	\$1,249,925
New Brunswick	\$2,159,105
Newfoundland and Labrador	\$2,631,629
Northwest Territories	\$14,323
Nova Scotia	\$1,934,380
Nunavut	\$0
Ontario	\$14,436,666
Prince Edward Island	\$378,778
Quebec	\$9,556,924
Saskatchewan	\$635,751
Yukon	\$65,758
TOTAL	\$82,678,066

*Note: No capital taxes were paid or payable in respect of Fairstone's financial year.

Debt Financing, Small Businesses and Micro-Credit

Fairstone did not issue debt financing to firms or individuals in Canada during the period under review. Moreover, we did not provide financing for small businesses, nor did we provide investments or partnerships in micro-credit programs.



Our Operating Spaces

Our corporate offices are located in Montreal, Toronto, London and Etobicoke. Additionally, Fairstone has 257 branch locations in communities across Canada.

BRANCHES OPENED, CLOSED AND RELOCATED IN 2024

Fairstone, as a high-engagement and community-based lender with an extensive presence across 257 branches from coast to coast, is committed to serving urban, suburban, rural and metropolitan communities. Our well-trained lending specialists are dedicated to tailoring lending solutions to meet the unique needs of our customers, ensuring they receive the remarkable service they deserve. Whether customers prefer in-person interactions or digital services, we are dedicated to providing the highest level of service and support, however they choose to interact with us. We carefully weigh the needs of our customers, employees and communities in every decision we make. We understand the importance of the role we play in our communities. Therefore, when making decisions about changes to our branch network, we carefully consider the interests of our customers, employees and communities. In 2024, Fairstone opened six branches and relocated two of its branches to better serve the needs of diverse communities. Two branches locations were closed in 2024.

Newly Opened Branch Locations

ADDRESS	CITY	PROV.	POSTAL CODE
3230, boul. Curé-Labelle, local 207-G	Laval	QC	H7P 0H9
456 Vodden Street East, Unit #10	Brampton	ON	L6S 5V1
2021 Green Road, Unit 105	Bowmanville	ON	L1C 3K7
200 Southridge Drive, Unit 223	Okotoks	AB	T1S 0B2
1900 Hyde Park Road, Unit 3	London	ON	N6H 5L9
2630, rue King Ouest, bureau 200	Sherbrooke	QC	J1J 2H1

Relocated Branches

BRANCH	PREVIOUS ADDRESS	RELOCATED TO	CITY, PROVINCE
Thompson	725 Thompson Drive South, Unit 1	North Centre Mall, 3 Station Rd, #102	Thompson, MB
Vaughan	9131 Keele Street, Suite A4	2354 Major Mackenzie Drive, Unit 12	Vaughan, ON

Closed Branches

BRANCH	PREVIOUS ADDRESS	CITY, PROVINCE	POSTAL CODE
Lewisporte	138B Main Street	Lewisporte, ON	A0G 3A0
Dartmouth	114 Woodlawn Road, Unit 19A	Dartmouth, NS	B2W 2S7

ALL OTHER BRANCH LOCATIONS

Alberta		
ADDRESS	CITY	POSTAL CODE
3 Stonegate Dr NW, Unit 111	Airdrie	T4B 0N2
9683 MacLeod Trail SW	Calgary	T2J 0P6
2943 17 Avenue SE	Calgary	T2A 0P9
5010 4 th Street NE, Unit 24	Calgary	T2K 5X8
3430 Sunridge Way NE	Calgary	T1Y 7K5
8060 Silver Springs Blvd NW, Unit 162	Calgary	T3B 5K1
4916 130 th Avenue SE, Unit 531	Calgary	T2Z 0G4
3715 51 St NW (Glenbrook Plaza), Suite 128	Calgary	T3E 6V2
240 Midpark Way SE	Calgary	T2X 1N4
5216 50 Avenue, PO Box 510	Cold Lake	T9M 1P2
12835 140 Avenue	Edmonton	T6V 1P1
9931 170 Street	Edmonton	T5P 4S2
13823 42 Street NW	Edmonton	T5Y 3E1
14248 23 Avenue NW	Edmonton	T6R 3B9
16644 95 Street NW	Edmonton	T5Z 3L2
3454 99 Street NW	Edmonton	T6E 5X5
3916 17 Street NW	Edmonton	T6T 0C2
5704 19A Avenue NW	Edmonton	T6L 1L8
Victoria Common 330-45 Street, Unit 103	Edson	T7E 1C3
8706 Franklin Avenue, Suite 401	Fort McMurray	T9H 2J6
9902 93 Street, Unit 2	Fort Saskatchewan	T8L 4K8
10320, 111 Street, Unit 104	Grande Prairie	T8V 7L3

ADDRESS	CITY	POSTAL CODE
1917 Mayor Magrath Drive South, Unit #30	Lethbridge	T1K 2R2
4910 50 th Avenue	Lloydminster	T9V 0W6
1424 Southview Drive SE, Suite 103	Medicine Hat	T1B 4E7
200 Southridge Drive, Unit 223	Okotoks	T1S 0B2
9810 100 Street, PO Box 6329	Peace River	T8S 1S2
30E, 5250 22 Street	Red Deer	T4R 2T4
6791 50 th Avenue, Unit 16, Pine Plaza	Red Deer	T4N 4C9
975 Broadmoor Blvd, Unit 60	Sherwood Park	T8A 5W9
183 Highway 16A, Suite 107	Spruce Grove	T7X 4P9
200 Boudreau Road, Unit 100	St-Albert	T8N 6B9

British Columbia		
ADDRESS	CITY	POSTAL CODE
32915 South Fraser Way, Unit A	Abbotsford	V2S 2A6
3355 North Road, Unit 160	Burnaby	V3J 7T9
4361 Kingsway, Unit 3	Burnaby	V5H 1Z9
8236 Eagle Landing Parkway, Ste 602	Chilliwack	V2R 0R5
468 29 th Street, Unit 5	Courtenay	V9N 7S7
535 Victoria Avenue North, Unit 306	Cranbrook	V1C 6S3
2763 Beverly Street, Unit 108	Duncan	V9L 6X2
9840 100 th Avenue	Fort St. John	V1J 1Y5
286 St. Paul Street, Unit 100	Kamloops	V2C 6G4
2121 Springfield Road Kelowna, BC, Unit 7	Kelowna	V1Y 7X1
6339 200 th Street, Suite 306	Langley	V2Y 1A2
1100 Princess Royal Avenue, Unit 20	Nanaimo	V9S 5R5
116-2436 Skaha Lk Rd	Penticton	V2A 6E9
4152 Redford Street, Unit 203	Port Alberni	V9Y 3R5
1080 A Victoria Street	Prince George	V2L 2L2
12 101 72 nd Avenue, Unit 141	Surrey	V3W 2M1
15225 104 th Avenue, Suite 408	Surrey	V3R 6Y8
4664 Lakelse Avenue	Terrace	V8G 1R4
1301 Bay Avenue	Trail	V1R 4A7
5540 Cambie Street	Vancouver	V5Z 3A2
2788 East Hastings, Unit 101	Vancouver	V5K 1Z9
2601 Highway 6, Unit 4	Vernon	V1T 5G4
2950 Douglas Street, Unit 150	Victoria	V8T 4N4
77C Second Avenue North	Williams Lake	V2G 1Z3

Manitoba		
ADDRESS	CITY	POSTAL CODE
839 18 th Street, Unit 1	Brandon	R7A 5B8
1800 Saskatchewan Avenue West, Unit 50	Portage la Prairie	R1N 0N9
1014 Manitoba Avenue, Unit 6	Selkirk	R1A 4M2
North Center Mall #102 3 Station Rd	Thompson	R8N 0C7
390D 1 st Street	Winkler	R6W 2R6
131 Provencher Blvd, Unit 113	Winnipeg	R2H 0G2
11 Reenders Drive, Unit 47	Winnipeg	R2C 5K5
2188 McPhillips Street, Unit 18	Winnipeg	R2V 3C8
1504 St. Mary's Road, Unit 13	Winnipeg	R2M 3V7
3380 Portage Avenue, Unit 5	Winnipeg	R3K 0Z1

New Brunswick		
ADDRESS	CITY	POSTAL CODE
1173 St Peter Ave, Unit 4	Bathurst	E2A 3A1
25, boul. St-Pierre Ouest, bureau 19	Caraquet	E1W 1B8
10, rue Emmerson	Edmundston	E3V 1R7
1055 Prospect Street, Unit 4	Fredericton	E3B 3B9
102 Main Street, Unit 6	Fredericton	E3A 9N6
PO Box 7151, 296 Broadway Blvd.	Grand Falls	E3Z 2K2
PO Box 29, 360 Pleasant Street	Miramichi	E1V 3M2
300 Main Street, Suite F-1	Moncton	E1C 1B9
30 Wyse Street, Unit 2	Moncton	E1G 0Z5
9379 Main Street, Unit 2	Richibucto	E4W 4B6
418 Rothesay Ave.	Saint John	E2J 2C4
30 Plaza Avenue Unit 68	Saint John	E2M 0C3
625 Main Street	Sussex	E4E 7H5
3409, rue Principale, Unit 8	Tracadie-Sheila	E1X 1G5
307 Connell Street, Unit 8	Woodstock	E7M 1L3

Newfoundland		
ADDRESS	CITY	POSTAL CODE
PO Box 440, Conception Bay Highway	Bay Roberts	A0A 1G0
120 Columbus Dr, T.C Square	Carbonear	A1Y 1B3
76 Manitoba Drive, Suite C	Clareville	A5A 1K6
PO Box 250, 1 Mount Bernard Avenue	Corner Brook	A2H 6Y5
12 Church Street	Deer Lake	A8A 1E1
PO Box 384, 75 Elizabeth Drive	Gander	A1V 1W8
14 Pinsent Drive, Blackmore Building	Grand Falls-Windsor	A2A 2R6
PO Box 700, Station B, 176A Hamilton River Rd.	Happy Valley	A0P 1E0
PO Box 490, Columbia Drive	Marystown	A0E 2M0
109 East Street, Unit 103	St. Anthony	A0K 4S0
25 Kenmount Road, Suite 15	St. John's	A1B 1W1
60 Hamlyn Road	St. John's	A1E 5X7
464 Torbay Road	St. John's	A1A 5J3
PO Box 238, 90 Main Street	Stephenville	A2N 2Z4

Nova Scotia		
ADDRESS	CITY	POSTAL CODE
211 South Albion Street	Amherst	B4H 2X2
28 Davison Drive	Bridgewater	B4V 3T2
114 Woodlawn Road, Unit 19A	Dartmouth	B2W 2S7
7071 Bayers Road, Suite 282	Halifax	B3L 2C2
201 Chain Lake Drive, Unit 5	Halifax	B3S 1C8
799 Sackville Drive	Lower Sackville	B4E 1R6
201 Churchill Drive, Suite 301	Membertou	B1S 0H1
610 East River Road, Aberdeen Mall	New Glasgow	B2H 3S2
8927 Commercial Street, Unit 1	New Minas	B4N 3E2
121 King Street	North Sydney	B2A 3S1
68 Robie Street, Unit 187	Truro	B2N 1L2
368 Main Street, Suite 200	Yarmouth	B5A 1E9

Northwest Territories		
ADDRESS	CITY	POSTAL CODE
4817 49 Street, Unit 27	Yellowknife	X1A 3S7



Ontario		
ADDRESS	CITY	POSTAL CODE
515 Bryne Drive, Unit C	Barrie	L4N 9P7
54 Cedar Pointe Drive, Unit 1207	Barrie	L4N 5R7
305 North Front Street, Unit 15	Belleville	K8P 3C3
2021 Green Road, Unit 105	Bowmanville	L1C 3K7
7686 Hurontario Street	Brampton	L6Y 5B5
148 Queen Street East, Unit 1	Brampton	L6V 1B2
370 Main Street North, Unit 105	Brampton	L6V 4A4
456 Vodden Street East, Unit #10	Brampton	L6S 5Y7
265 King George Road	Brantford	N3R 6Y1
1981 Parkdale Avenue, Unit C	Brockville	K6V 0B4
2080 Appleby Line, Suite E7	Burlington	L7L 6M6
561 Hespeler Road, Unit 20	Cambridge	N1R 6J4
453 St. Clair Street	Chatham	N7L 3K8
900 Division St, Unit 105	Cobourg	K9A 5V2
1400 Vincent Massey Drive, Unit 3	Cornwall	K6J 3T2
28B Earl Avenue	Dryden	P8N 1X5
400 Center Street, Unit 2	Espanola	P5E 1G3
288B Scott Street	Fort Frances	P9A 1G1
218 Silvercreek Parkway North, Suite 12	Guelph	N1H 8E8
1317 Barton Street East, Unit H5	Hamilton	L8H 2V4
1405 Upper Ottawa Street	Hamilton	L8W 3J6
105 Main Street East	Hawkesbury	K6A 1A1
66 King William Street, Unit 1	Huntsville	P1H 1G3
474 Hazeldean Road	Kanata	K2L 4E5
2878 County Road 43, Unit 5	Kemptville	K0G 1J0

ADDRESS	CITY	POSTAL CODE
308 2 nd Street South, Unit 12	Kenora	P9N 1G4
795 Gardiners Road	Kingston	K7M 7E8
1006 Princess Street, Suite 104	Kingston	K7L 1H2
655 Fairway Road South, Unit B5	Kitchener	N2C 1X4
370 Kent Street West	Lindsay	K9V 6G8
245 Wallace Avenue North	Listowel	N4W 1L1
320 Clarke Road, Unit 1B	London	N5W 6G4
555 Wellington Road South, Suite 4B	London	N6C 4R3
1900 Hyde Park Road, Unit 3	London	N6H 5L9
4981 Highway 7 East, Unit 7	Markham	L3R 1N1
845 King Street, Unit 3	Midland	L4R 0B7
500 Steeles Avenue, Unit 1	Milton	L9T 3P7
1170 Burnhamthorpe Road West, Unit 29	Mississauga	L5C 4E6
801 Matheson Blvd. West, Unit 11&12	Mississauga	L5V 2N6
1843 Merivale Road, Suite A	Nepean	K2G 1E3
240 Armstrong Street N	New Liskeard	P0J 1P0
130 Davis Drive, Suite 2454, Box 10	Newmarket	L3Y 2N1
975 McKeown Avenue, Suite M1	North Bay	P1B 9P2
1110 Finch Avenue West, Unit 45	North York	M3J 2T2
734 Sheppard Ave E, Unit 1	North York	M2K 1C4
2010 Winston Park Drive, Suite 200	Oakville	L6H 5R7
190 Memorial Avenue	Orillia	L3V 5X8
2034 St Joseph Boulevard	Orleans	K1C 1E6
300 Taunton Road East, Unit 12	Oshawa	L1G 7T4
580 King Street West	Oshawa	L1J 7J1

Ontario		
ADDRESS	CITY	POSTAL CODE
649 Montreal Road, Suite 203	Ottawa	K1K 0T1
845 10 th Street West, Unit 3	Owen Sound	N4K 6S1
PO Box 370, 1324 Pembroke Street West	Pembroke	K8A 6X6
809 Chemong Road, Suite 26	Peterborough	K9H 5Z5
1725 Kingston Road, Unit 8	Pickering	L1V 4L9
10520 Yonge Street	Richmond Hill	L4C 3C7
889 Exmouth Street	Sarnia	N7T 5R3
27 Great Northern Road	Sault Ste Marie	P6B 4Y4
10 Milner Business Court, Suite 360	Scarborough	M1B 3C6
2564 Lawrence Avenue East	Scarborough	M1P 2R7
45 Kent St. North	Simcoe	N3Y 3S1
350 Ontario Street, Unit 15	St. Catharines	L2R 5L8
36 Churchill Crescent	St. Thomas	N5R 1N9
1060 Ontario Street, Unit 5	Stratford	N5A 6Z3
1532 Lasalle Boulevard	Sudbury	P3A 1Z7
831 North May Street	Thunder Bay	P7C 3S2
425 Algonquin Boulevard	Timmins	P4N 1B5
2471 St. Clair Avenue West, Unit 2	Toronto	M6N 4Z5
151 Yonge Street, Suite 1100	Toronto	M5C 2W7
1920 Yonge Street, Suite 200	Toronto	M4S 3E2
3250 Bloor St West, East Tower, Suite 600	Toronto	M8X 2X9
283 Dundas Street East, Unit B	Trenton	K8V 1M1
2354 Major Mackenzie Drive, Unit 12	Vaughan	L4L 1A6
75 King Street South, Unit 55	Waterloo	N2J 1P2

ADDRESS	CITY	POSTAL CODE
21 Seaway Drive	Welland	L3C 7J5
2991 Longfellow Avenue	Windsor	N9E 2L3
2601 Lauzon, Parkway, Unit 625	Windsor	N8T 3M4
925 Dundas Street East, Unit 4	Woodstock	N4S 8V3

Prince Edward Island		
ADDRESS	CITY	POSTAL CODE
201 Buchanan Drive, Unit 6	Charlottetown	C1E 2E4
454 Granville Street, Suite 11	Summerside	C1N 4K7

Quebec		
ADDRESS	CITY	POSTAL CODE
725, chemin du Pont Taché	Alma	G8B 5B7
905, boul. Laflèche	Baie-Comeau	G5C 1C7
230, rue Brébeuf, suite 101	Beloeil	J3G 5P3
400, boul. Curé-Labelle, bureau 2 et 3	Blainville	J7C 2H2
6185, boul. Taschereau, bureau 117	Brossard	J4Z 1A6
31, rue Commerciale Ouest, bureau 101	Chandler	G0C 1K0
8465, boul. Henri-Bourassa, suite 113	Charlesbourg	G1G 4E1
119D, boul. D'Anjou	Châteauguay	J6J 2R2
743, boul. Barrette	Chicoutimi	G7J 4C4
1708, boul. Walberg, suite 2	Dolbeau	G8L 1H6
4876, des Sources	Dollard-des-Ormeaux	H8Y 3C7
520, boul. St-Joseph, bureau 5	Drummondville	J2C 2B8
167, rue de la Reine, 2 ^e étage	Gaspé	G4X 2W6
455, boul. Greber, bureau A	Gatineau	J8T 5T7
500, avenue de Buckingham	Gatineau	J8L 2G9
425, chemin Vanier, #204B	Gatineau	J9J 3H9
354, rue Principale	Granby	J2G 2W6
713, boul. St-Joseph	Hull	J8Y 4B6
475, boul. Grand, Bureau 42	Ile-Perrot	J7V 4X4
596, rue St-Charles-Borromée Nord	Joliette	J6E 4S6
50, boul. Kane	La Malbaie	G5A 1J2
7195, boul. Newman	LaSalle	H8N 2K3
1643, boul. Daniel Johnson	Laval	H7V 4C2
3230, boul. Curé-Labelle, Local 207-G	Laval	H7P 0H9
85, route du Président-Kennedy, bureau 100	Lévis	G6V 6C8

ADDRESS	CITY	POSTAL CODE
1725, chemin Chambly	Longueuil	J4J 3X8
532, ave du Phare Est	Matane	G4W 1A7
675, rue de la Madone	Mont-Laurier	J9L 1T2
2027 rue Metcalfe	Montréal	H3B 4G7
915, rue Mont-Royal Est	Montréal	H2J 1X3
3461 rue Robert Chevalier	Montréal	H1A 3R7
6051, boul. Henri-Bourassa Est	Montréal-Nord	H1G 2V2
139, route 132 Ouest	New Richmond	G0C 2B0
6500, TransCanada Service road, unités 438 & 439	Pointe-Claire	H9R 0A5
3322, rue du Carrefour	Québec	G1C 8B5
2800, ave Saint-Jean-Baptiste, bureau 160	Québec	G2E 6J5
465, rue Notre-Dame, bureau 102	Repentigny	J6A 2T3
381, boul. Jessop	Rimouski	G5L 1M9
272 boul. Hôtel de Ville	Rivière-du-Loup	G5R 5C6
78, rue Principale	Rouyn	J9X 4P2
20, rue Principale Est	Ste-Agathe-des-Monts	J8C 1J4
4802, route 132	Sainte-Catherine	J5C 1V9
1602, 41 ^e Rue, Plaza Boul. Royal	Shawinigan	G9N 7Y9
1341, rue King Est, Suite 101	Sherbrooke	J1G 0G4
2630, rue King Ouest, bureau 200	Sherbrooke	J1J 2H1
3150, boul. Tracy, bureau 80	Sorel-Tracy	J3R 5M7
919, rue Monseigneur-Grandin	Sainte-Foy	G1V 3X8
273B, rue Hector Lanthier	Saint-Eustache	J7P 5R1
10425, 1 ^{re} Avenue	Saint-Georges	G5Y 6X8
2677, boul. Casavant Ouest	Saint-Hyacinthe	J2S 8B8

Quebec

ADDRESS	CITY	POSTAL CODE
1055, boul. du Séminaire Nord	Saint-Jean	J3A 1R7
405, rue Lamontagne	Saint-Jérôme	J7Y 0L7
1541, boul. Marcel-Laurin	Saint-Laurent	H4R 0B7
7236, boul. Langelier, unité 3	Saint-Léonard	H1S 2X6
1755, chemin Gascon	Terrebonne	J6X 2Z8
222, boul. Frontenac Ouest, bureau 140	Thetford Mines	G6G 6N7
5363, boul. Jean XXIII	Trois-Rivières	G8Z 4A6
849, 3 ^e Avenue	Val d'Or	J9P 1T2
85, rue Notre-Dame, bureau 5	Valleyfield	J6S 1E7
650, boul. Jutras Est, bureau 120	Victoriaville	G6S 1E1
2261, boul. des Laurentides	Vimont	H7K 2J3

Saskatchewan

ADDRESS	CITY	POSTAL CODE
48 Hochelaga Street West	Moose Jaw	S6H 2G1
135 15 th Street East	Prince Albert	S6V 1G1
2176 Victoria Avenue East	Regina	S4N 7B9
2757 Avonhurst Drive	Regina	S4R 3J3
3130 8 th Street East, Unit 6	Saskatoon	S7H 0W2
606 22 nd Street West, Unit 1	Saskatoon	S7M 5W1
249 Hamilton Road, Unit B	Yorkton	S3N 4C6

Yukon

ADDRESS	CITY	POSTAL CODE
206A Main Street	Whitehorse	Y1A 2A9



