

How to contact your local Service Desk

Find below the list of the available Service Desks across different locations and teams, including the official channels to contact them.

Complete this guide in: 5 minutes (approx.)

Service Desk name	Contact information
Employee IT Service Desk	<ul style="list-style-type: none"> • Assignment Group: IT Service Desk • Email: it.servicedesk@scotiabank.com • Contact: 416-863-7001
Colombia GBS IT Service Desk	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS - GBS IT Service Desk • Email: gbsitsupport@scotiabank.com • Contact: 416-288-4499 Ext. 73900 / 403-219-3900
Colombia Colpatría	<ul style="list-style-type: none"> • Assignment Group: - • Email: - • Contact: +57-7456-300 Ext. 3040 / 743-6300 Ext. 3040
Wealth Service Desk Support	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS - Wealth Service Desk • Email: - • Contact: 416-945-4665, 1-877-334-4665
GBM Support	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS - GBM Support • Email: gcm&ccs.team@scotiabank.com • Contact: 416-945-5301 option #1
Commercial Bank Support	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS - Commercial Banking Support • Email: commercial.itsupport@scotiabank.com / ITHelpdesk@roynat.ca • Contact: 416-649-4070
SMA Support	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS - SMA Support • Email: sma.support@scotiabank.com / HFA.Support@scotiabank.com • Contact: 647-259-4500 or Toll Free: 1-877-225-9654
GRM Support	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS - GRM Support • Email: GRM.TechnicalSupport@scotiabank.com • Contact: 416-866-7298
Scotia Branch Support	<ul style="list-style-type: none"> • Assignment Group: Scotia Branch Support • Email: scotia.helpdesk@kyndryl.com • Contact: 1-866-858-8777
New York Service Desk Support	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS - New York Service Desk • Email: ny_helpdesk@scotiabank.com • Contact: 212-225-5900
Houston Support	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS - Houston • Email: helpdesk.houston@scotiabank.com • Contact: Jose Vides: 832-426-6005 and Samir Tushar: 713-858-5768

London Helpdesk	<ul style="list-style-type: none"> • Assignment Group: IPM London Service Desk Group • Email: helpdesk.london@scotiabank.com • Contact: 00-44-207-826-5888
Ireland Helpdesk	<ul style="list-style-type: none"> • Assignment Group: IPM IRELAND SERVICE DESK GROUP • Email: SIDAC_IT@scotiabank.ie • Contact: 00-353-1-790-2199
Chile Helpdesk	<ul style="list-style-type: none"> • Assignment Group: - • Email: - • Contact: +56-2261-90055
Peru Helpdesk	<ul style="list-style-type: none"> • Assignment Group: - • Email: - • Contact: +51-1211 – 6000 Ext. 13000
Costa Rica Helpdesk	<ul style="list-style-type: none"> • Assignment Group: Costa Rica - ITBS - Centro de Servicio Costa Rica • Email: - • Contact: +506-2520-7272
Uruguay Helpdesk	<ul style="list-style-type: none"> • Assignment Group: - • Email: - • Contact: +598-2-1403700
Panama Helpdesk	<ul style="list-style-type: none"> • Assignment Group: Panama - ITBS - Centro de Servicio Panama • Email: PACentroServicioTIPanama@pa.scotiabank.com • Contact: +507-3238-299
Brazil/Sao Paulo Helpdesk	<ul style="list-style-type: none"> • Assignment Group: GTS - TAG - ITAM - INFRA - BRAZIL • Email: helpdesk.sp@br.scotiabank.com • Contact: +5511-2202-8123
Mexico Helpdesk	<ul style="list-style-type: none"> • Assignment Group: - • Email: helpdesk@scotiabank.com.mx • Contact: +5255-5123-1555
Bahamas Systems Support Centre	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS – Bahamas • Email: bs.helpdesk@scotiabank.com • Contact: After hours/Escalation: 1-242-457-1715 / Alternate: 1-242-356-0856
Barbados Systems Support Centre	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS – Barbados • Email: caribbean.helpdesk@scotiabank.com • Contact: 1-868-623-5110 / After hours: 1-246-431-3056
Dominican Republic Systems Support Centre	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS - Dominican Republic • Email: drhelpdesk@scotiabank.com / dr.itsupport@scotiabank.com • Contact: 1-809 756-2171
Dominican Republic GBS	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS - GBS IT DR • Email: gbsdr.itsupport@scotiabank.com • Contact: 1-809-803-6763
Jamaica Systems Support Centre	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS – Jamaica • Email: bsnj.helpdesk@scotiabank.com / After hours: bsnjsso.oncall@scotiabank.com • Contact: 1-876-926-7224 / After hours: 1-876-990-0737

Puerto Rico Systems Support Centre	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS - Puerto Rico • Email: prhelpdesk@scotiabank.com / pr.itsupport@scotiabank.com • Contact: 1-787-766-7993 / After hours: 1-787-249-1406
Trinidad Systems Support Centre	<ul style="list-style-type: none"> • Assignment Group: GTS - EITS - Trinidad and Tobago • Email: caribbean.helpdesk@scotiabank.com / tt.itsupport@scotiabank.com • Contact: 1-868-623-5110 / After hours: 1-868-681-8069
APAC Desk / Workplace Services Team	<ul style="list-style-type: none"> • Assignment Group: APAC Service Desk • Email: Support.AU@scotiabank.com • Contact: -
Mumbai Helpdesk	<ul style="list-style-type: none"> • Assignment Group: - • Email: CSM.Mumbai@scotiabank.com / Support_Mumbai@scotiabank.com • Contact: 1912266586912
Malaysia Helpdesk	<ul style="list-style-type: none"> • Assignment Group: - • Email: Support.MY@scotiabank.com • Contact: 603-205-23777

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If you didn't find what you were looking for, you can [chat HERE](#) and open a ticket for extra support.

Keep going!

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