



**Gilles Godbout**, Executive Vice President Operations and Systems



**Michel C. Lauzon**, Executive Vice President and Chief Financial Officer



**Pierre Minville**, Executive Vice President and Chief Risk Officer



**Lorraine Pilon**, Executive Vice President Corporate Affairs, Human Resources and Secretary

## BUILDING A MORE **EFFICIENT AND EFFECTIVE ORGANIZATION**

Corporate Services consists of the corporate sectors that provide Bank-wide expertise and support in four broad areas: Operations and Systems; Treasury and Finance; Integrated Risk Management and Corporate Affairs and Human Resources.

### RISK MANAGEMENT: AN ESSENTIAL TOOL

The Risk Management sector supports the risk-taking required to achieve the organization's objectives. By establishing risk appetite and tolerance, and controlling it through limits and good practices, risk management helps maintain an appropriate risk profile. To this end, the Bank has been investing in data systems and data quality for years in order to enable our experts to constantly improve their assessments of risk, whether it be credit, market, operational or any other business risks.

### ALL FOR ONE AND ONE FOR ALL

Several teams within the Bank played critical roles in the acquisition of the MRS Companies and AGF Trust. The skills and expertise of professionals in all our segments were harnessed to realize the two acquisitions. These teams, who often work in the shadows, provided the resources and advice needed to successfully integrate the two companies.

## Solid capitalization

2012 saw a series of accomplishments on the capitalization front. The Bank issued capital totalling \$482 million in 2012 in order to maintain the capital ratios required. A \$63 million issuance of common stock was completed in February 2012, followed by a private placement of \$119 million. In October 2012, the Bank issued \$100 million of Preferred

Shares and \$200 million Medium-term Notes. Finally, a dividend reinvestment plan was introduced in fall 2012. Under the plan, shareholders can reinvest their dividends in common shares of the Bank. All these initiatives strengthen the capitalization and financial foundation of the Bank.



## Always looking to improve efficiency

At an organization of the size of Laurentian Bank, efficiency demands continuous optimization of IT systems. During the year, significant efforts were made to enhance the efficiency of the Bank's computer tools. The purpose of the efforts and the investments are to enable our employees to work more effectively and to offer our customers continuously improved service.