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***MORE INVOLVED THAN EVER AND ALWAYS AS AGILE:***  
**LAURENTIAN BANK RELEASES ITS 2009 SOCIAL RESPONSIBILITY REPORT**

**Montréal, March 16, 2010** – Laurentian Bank is proud to be releasing its Social Responsibility Report for fiscal 2009. Entitled *More Involved Than Ever and Always As Agile*, the publication presents the Bank's commitments to its various publics — its clients, employees, shareholders, and the community at large. The document is now available on the Bank's Internet site at [www.laurentianbank.ca](http://www.laurentianbank.ca) under the *Laurentian Bank* tab of the *Your Bank* section.

“Our institution received numerous distinctions during fiscal 2009,” underlines Réjean Robitaille, President and Chief Executive Officer. “These honours serve to recognize our determination to remain vigilant and to manage our activities with integrity, prudence and rigour. We are constantly striving to be more efficient, to bring our culture of quality service to the fore, to respect best practices in the area of governance, and to enhance the value we offer to investors. Moreover, we are increasingly committed to the communities in which we operate and to contributing to the well-being of the population as a whole.”

Laurentian Bank's 2009 Social Responsibility Report offers an overview of the institution's numerous involvements and achievements during 2009. Following are a few highlights:

**Responsibility to Employees**

The Bank possesses a streamlined hierarchical structure that promotes proximity between employees and managers. In addition, it adheres to a corporate culture that enables employees to assume their responsibilities and further their advancement. Laurentian Bank invests substantially in the development of its human capital and, in view of its sustained growth, is in a position to offer an ever-increasing variety of career opportunities.

**Responsibility to Clients**

In order to better respond to the needs of its clients, the Bank pursued the development of its Tele-Banking service, which serves as an extension of its branch network. With some 50 advisors in place, this service offers clients great flexibility and the individualized attention of advisors who are personally assigned to them and available by phone or e-mail. In fact, Laurentian Bank is the only financial institution to offer such a service.

**Responsibility to Communities**

As a way of giving back to the communities in which it operates, the Bank contributed more than \$2 million to over 160 organizations and events in 2009. Furthermore, in order to show its support to and further enrich the experience its prime public consisting of families, , the Bank created an entertaining and educational Internet site aimed at young people and their parents — [www.littleheroesclub.ca](http://www.littleheroesclub.ca).

**Responsibility to Shareholders**

Laurentian Bank also continued to assure the healthy management of its affairs in 2009. In so doing, the past fiscal year saw the institution post a record profit of \$113.1 million. This unprecedented performance is attributable, first and foremost, to prudent risk management and enlightened decision making.



# Press release

FOR IMMEDIATE RELEASE

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## About Laurentian Bank

Laurentian Bank of Canada is a banking institution operating across Canada and offering its clients diversified financial services. Distinguishing itself through excellence in service, as well as through its simplicity and proximity, the Bank serves individual consumers and small and medium-sized businesses. The Bank also offers its products to a wide network of independent financial intermediaries through B2B Trust, as well as full-service brokerage solutions through Laurentian Bank Securities.

Laurentian Bank is well established in the Province of Quebec, operating the third-largest retail branch network. Elsewhere throughout Canada, it operates in specific market segments where it holds an enviable position. Laurentian Bank of Canada has more than \$23 billion in balance sheet assets and more than \$14 billion in assets under administration. Founded in 1846, the Bank employs more than 3,600 people.

-30-

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