

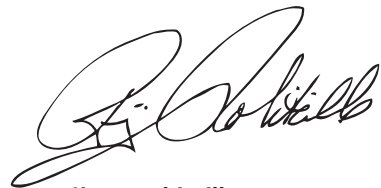
# MESSAGE FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

The excellent results posted by Laurentian Bank in 2009 are attributable in large part to the loyalty of its clients, the confidence of its shareholders, and to the dedicated efforts of its employees. Via this publication, we are pleased to be providing all of these contributors to the Bank's success with a concise profile of the organization's activities and accomplishments outside of the strictly financial realm.

Fiscal 2009 was certainly a year of recognition and distinction for our institution. For example, *Commerce Magazine* ranked Laurentian Bank as the second most admired financial institution by Québécois. The Bank also figured among the 20 most responsible corporate citizens in Québec according to Responsible Investment Group, particularly because of its transparency. For its part, the Québec Federation of Chambers of Commerce selected Laurentian Bank to be among the 25 enterprises inducted into the Québec Business Hall of Fame in acknowledgement of our contributions to the development of the province.

I firmly believe that these honours testify to our determination to remaining vigilant and to managing our activities with integrity, prudence and rigour. We are constantly striving to be more efficient, to bring our culture of service quality more to the fore, to improve our approach and relations with our clientele, and to increase the value we offer to our investors. Moreover, we are committed to accentuating our community involvement and our contributions to the well-being of the population. Similarly, the past year was also marked by numerous initiatives within our workplace that demonstrate the active participation of the Bank and its employees in meeting the collective challenge of sustainable development.

This Social Responsibility Report outlines our actions over the course of an entire year and describes in detail how we operate with prudence and integrity while fulfilling our commitments. In that regard, the mobilization and competence of our resources, our constant quest for quality and excellence, and our long-term vision all play a vital role in our efforts to serve the needs of our clients, our employees, our shareholders and partners, as well as of the communities in which we pursue our development.



**Réjean Robitaille**  
President and Chief Executive Officer

