



Transcript: Our Path Forward

Hello everyone.

My name is Éric Provost and I'm the President and CEO of Laurentian Bank.

Today was an important moment for our organization. We presented our renewed strategic plan at our 2024 Investor Day.

It was important for me to share with you the outline of the plan, that will guide our execution for the years to come.

It's a renewed plan that takes into account the lessons we've learned in recent years. It will ensure a promising future for Laurentian Bank.

Here are 3 highlights from the plan:

First, our Ambition is to foster prosperity for our customers.

The Bank was created over 175 years ago to support workers and help them prosper.

For our retail customers, we'll stay true to our history, and help to promote and grow their hard-earned savings.

For our commercial customers, we will continue to be partners in their success, with a specialized approach that helps support their projects and growth.

Second, we want to enhance the banking experience through digital transformation.

Our offering of simpler, more affordable self-service digital options will help our customers achieve their financial goals more effectively.

We also want that the time spent with our financial advisors be focused on the advisory aspect, a high value-added element for the financial health of all our customers.

Third, we will improve our efficiency.

We will take concrete steps to simplify and automate our business processes, to improve the customer experience.

We will focus our efforts and our service offering on products that are at the heart of our customers' needs and that contribute to their prosperity.

[On screen: Documents available at [laurentianbank.ca](https://www.laurentianbank.ca) under the Investor Relations section.]

I invite you to take the time to read our strategic plan, which is available on our website.

Thank you.