

As Executive Vice-President – Operations and Strategic Initiatives Office, France Roy Maffeï is responsible for end-to-end operational processes for all of the Bank's business lines and thus plays a fundamental role in improving the client experience. Ms. Roy Maffeï is a member of National Bank's Office of the President.

Prior to this appointment, France Roy Maffeï was Senior Vice-President – Operations, Retail and Commercial Banking, a position she had held since April 2009. She has held several senior management positions since her arrival at Head Office in 1998, notably Vice-President – Human Resources and Vice-President – Customer Relations Centre. Ms. Roy Maffeï also has over 20 years of experience in National Bank's branch network, primarily as a management executive.

In addition to her professional activities, Ms. Roy Maffeï is very involved in business and community development. She is interested in the optimization strategies used by organizations and has been a member of the Board of Directors of the *Mouvement québécois de la qualité* for many years. She has acted as Honorary Sponsor of National Bank's Quality Program and has also worked to create the Continuous Improvement Expertise Centre. Ms. Roy Maffeï is known for her leadership qualities and has been mentoring successors for more than 10 years.

Ms. Roy Maffeï has an MBA from the *Université du Québec à Montréal*. In 2009, she made the prestigious Canada's Most Powerful Women: Top 100, an initiative of the Women's Executive Network.



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