



BIOGRAPHICAL NOTES

As Executive Vice-President – Operations, Nathalie Généreux is responsible for prioritizing initiatives to simplify, digitize and automate processes for the benefit of both our clients and employees. In addition to carrying out strategic portfolio initiatives, she is responsible for ensuring the reliable, efficient, proactive and agile delivery of products and services for our personal, commercial and institutional clients.

With over 30 years of experience in the financial services industry, including more than 26 years in managing people, Ms. Généreux has extensive expertise in operations and process management. She also excels in managing large scale projects in a constantly changing environment. At the time of her appointment, Ms. Généreux was Senior Vice-President – Operations, Personal and Commercial Banking, a position held since 2016.

In addition to her professional activities, Ms. Généreux is involved in various organizations. She was a member of the board of directors of Payments Canada from 2009 to 2015 and a member of its human resources committee from 2013 to 2015. Since 2018, she has been a member of the board of directors of the Fondation de l'Université du Québec à Montréal.

Ms. Généreux has a Master's degree in Business Administration and a Master's degree in Information Technology, both from Université du Québec à Montréal.