



# CIBC WORLD MARKETS FRONTENAC INSTITUTIONAL INVESTOR CONFERENCE

#### **WILLIAM DOWNE**

**Deputy Chair** 

**September 30, 2004** 

## Forward-Looking Statements

#### **CAUTION REGARDING FORWARD-LOOKING STATEMENTS**

Bank of Montreal's public communications often include written or oral forward-looking statements. Statements of this type are included in this presentation, and may be included in filings with Canadian securities regulators or the U.S. Securities and Exchange Commission, or in other communications. All such statements are made pursuant to the 'safe harbor' provisions of the United States Private Securities Litigation Reform Act of 1995. Forward-looking statements may involve, but are not limited to, comments with respect to our objectives for 2004 and beyond, our strategies or future actions, our targets, expectations for our financial condition or share price, and the results of or outlook for our operations or for the Canadian and U.S. economies.

By their nature, forward-looking statements require us to make assumptions and are subject to inherent risks and uncertainties. There is significant risk that predictions and other forward-looking statements will not prove to be accurate. We caution readers of this document not to place undue reliance on our forward-looking statements as a number of factors could cause actual future results, conditions, actions or events to differ materially from the targets, expectations, estimates or intentions expressed in the forward-looking statements.

The future outcomes that relate to forward-looking statements may be influenced by many factors, including but not limited to: global capital market activities; interest rate and currency value fluctuations; the effects of war or terrorist activities; the effects of disease or illness that impact on local, national or international economies; the effects of disruptions to public infrastructure, such as transportation, communications, power or water supply disruptions; industry and worldwide economic and political conditions; regulatory and statutory developments; the effects of competition in the geographic and business areas in which we operate; management actions; and technological changes. We caution that the foregoing list of factors is not exhaustive and that when relying on forward-looking statements to make decisions with respect to Bank of Montreal, investors and others should carefully consider these factors, as well as other uncertainties and potential events, and the inherent uncertainty of forward-looking statements. Bank of Montreal does not undertake to update any forward-looking statement, whether written or oral, that may be made, from time to time, by the organization or on its behalf.

Investor Relations Susan Payne 416-867-6656 susan.payne@bmo.com
Steven Bonin 416-867-5452 steven.bonin@bmo.com
Amanda Mason 416-867-3562 amanda.mason@bmo.com

Fax: 416-867-3367

Email: investor.relations@bmo.com

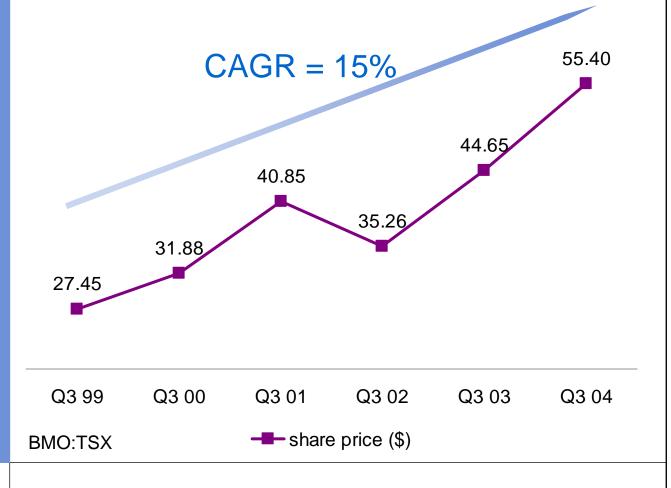


## Canadian Peer Group 5 Year Total Shareholder Return\* (%)





## Rising Returns to BMO Shareholders

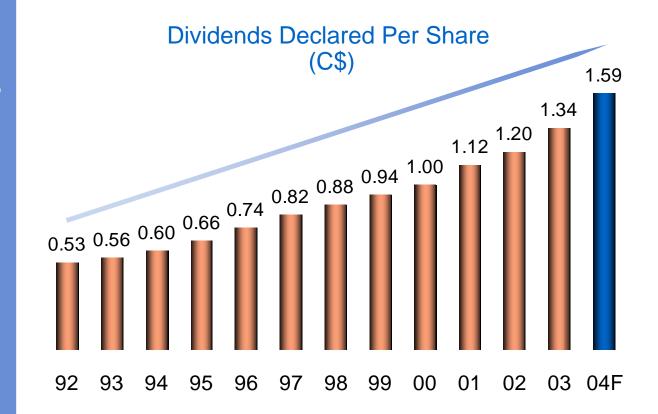




<sup>\*</sup> The 5 Year TSR is the compound annual growth for the 20 quarter period ending with Q3 2004.

## **Dividends up 26%** From a Year Ago

- ✓ Delivering strong short-term returns while investing in growth and acquisitions that will support higher future returns
- Second quarterly dividend increase this year; rising 26% from a year ago
- ✓ Announced program to repurchase up to 15 million common shares
- ✓ Completed New Lenox State Bank acquisition on June 1<sup>st</sup>, 2004
- ✓ Target Dividend payout ratio is 35-45%



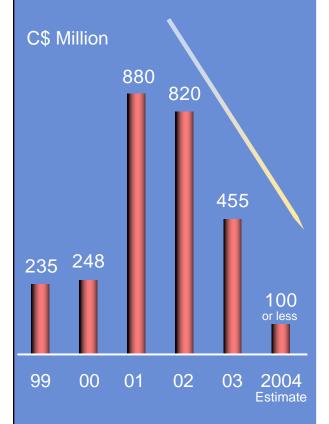


# Well Positioned To Achieve Or Exceed Fiscal 2004 Targets

Performance Measure	YTD 2004	F2004 Target		
EPS Growth (vs. YTD 2003)	36.0%	10 – 15%		
Specific Provision for Credit Losses	\$30MM (before \$120MM reduction to the General Allowance)	\$500MM or less Now estimated to be: \$100MM or less		
Cash Productivity Ratio (vs. YTD 2003)	220 bps improvement	150 – 200 bps improvement		
Return On Equity (annualized)	20.0%	16 – 18%		
Tier 1 Capital	9.44%	Minimum 8%		



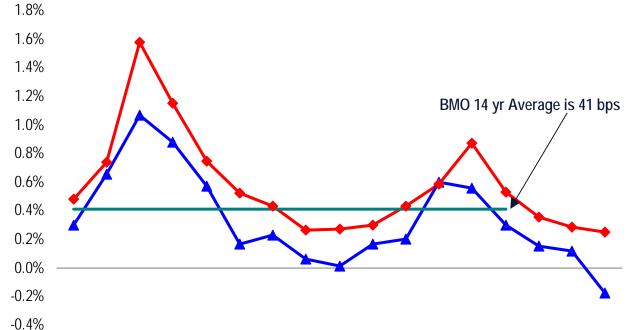
# Specific Provision for Credit Losses (PCL) Annual



#### YTD/04: \$30 Million

## Strong Asset Quality

Specific Provision for Credit Losses as a % of Average Net Loans and Acceptances (including Reverse Repos)



1990 1991 1992 1993 1994 1995 1996 1997 1998 1999 2000 2001 2002 2003 Q1 Q2 Q3 2004 2004 2004

BMO — Canadian Competitors Weighted Average — 14 Year Average (BMO)



# BMO Top Performer in Q3 Canadian Peer Group Scorecard

Reported Basis i.e. Including One-time/Special Items (%)	ВМО	RBC	CIBC	BNS	TD	NA
	I					
Total Shareholder Return (5 Yr)	18.7	16.8	16.9	22.0	11.6	23.1
Diluted EPS Growth	30.5	(3.4)	(20.8)	18.3	17.8	6.8
ROE	21.0	16.1	21.3	19.4	18.4	17.2
NEP Growth	53.7	(14.9)	(24.1)	30.4	14.1	2.9
Revenue Growth (Yr/Yr)	3.9	(0.7)	2.3	(2.7)	3.2	2.0
Cash Expense-to-Revenue	62.4	68.2	66.2	57.1	64.1	66.2
PCL/(Avg. Loans + Accept.)	(0.28)	0.22	0.23	0.11	(0.04)	0.25



BMO equal to or better than other bank



BMO worse than other bank

31 / 35

4/35



# **BMO Well Positioned** In Canadian & North American Peer Groups

- Canadian peer group ranking improved on 4 of 7 key measures
- Five-year TSR improved this quarter to 18.7% moving BMO up in overall ranking
- Overall performance above average relative to the North American peer group, with improved ranking in 5 of 7 measures

As reported basis	Canadian		North A	merican
Primary Performance Measures Ranking	Q3 YTD 2004	Fiscal 2003	Q3 YTD 2004	Fiscal 2003
Total Shareholder Return (5 year)	3	6	2	6
Diluted EPS Growth	2	5	2	8
Return on Equity	3	5	<b>1</b> 5	9
Net Economic Profit Growth	1 2	3	⇔ 7	7
Revenue Growth (Yr/Yr)	⇔ 3	3	8	9
Cash Expense-to-Revenue Ratio	⇔ 2	2	9	12
Provisions / (Loans+Acceptances)	⇔ 2	2	⇔ 2	2
Number of Banks Included*		5	16	17**

<sup>\*</sup> Peer Group detail can be found on page 12 of BMO's 2003 Annual Report



<sup>\*\*</sup> Difference in number of North American Banks due to the Fleet/Bank of America merger

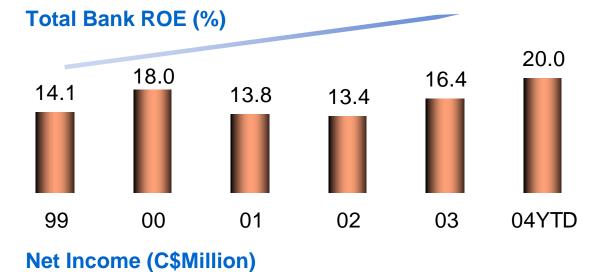
# Cash Productivity (%) 67.1 63.5 63.5 62.8 99 00 01 02 03 04 YTD

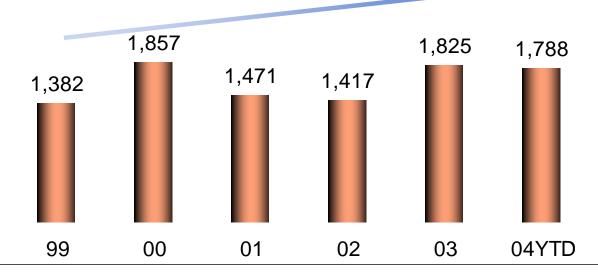


**BMO** 

**Financial Group** 

# **Delivering On Our Commitments:**Positive Trend Over Five Years







# **Continuing Commitment** to Growth Strategy

- Focused on building lasting client relationships and improving productivity
- Disciplined execution of our Canada-U.S. growth strategy
- Long term goal is to transform BMO Financial Group into a top performing financial services company in North America

# F2003 Revenue (\$MM) 1,317 829 575 PCG P&C IBG



# Successfully Competing in the U.S.



- Brand image and reputation
- Well-positioned branch distribution and access
- Strong customer orientation and culture





- Attractive client base, strong long-term relationships
- Customized coverage model
- Focused, disciplined strategy execution
- Advantaged retail distribution through Harris direct



- Online trading and research capabilities
- National focus
- High quality call centre service
- Full-service offering



- Distribution capabilities within Harris Bank Branches
- High relative client retention resulting from superior customer service
- Full product offering trust and investment, financial planning, banking, estate planning



## We will increase earnings by growing U.S. operations:

- Organic growth
- Selective retail acquisitions

#### F2003

#### PCG

% of total U.S. revenue: 20% % of total bank revenue: 6.2%

#### P&C

% of total U.S. revenue: 29% % of total bank revenue: 8.9%

#### **IBG**

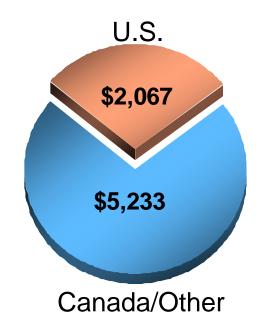
% of total U.S. revenue: 47%\* % of total bank revenue: 14.2%

\*Includes mid-market Residual due to Corporate Areas

## U.S. Businesses Account for 21% of BMO's Net Income and 28% of Revenue

Year-to-date 2004 C\$MM

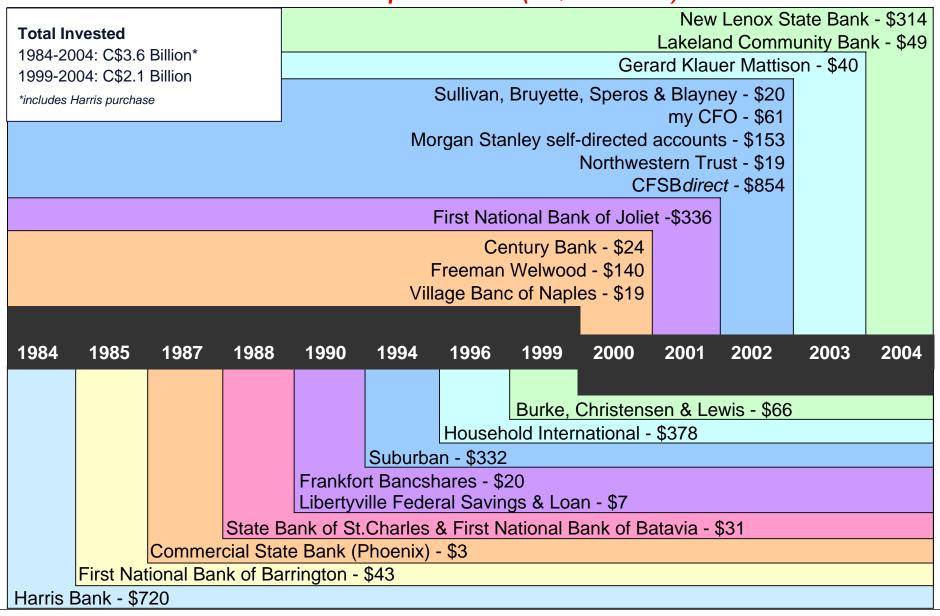
### Revenue



### **Net Income**



## BMO U.S. Timeline for Acquisitions (C\$ Million)



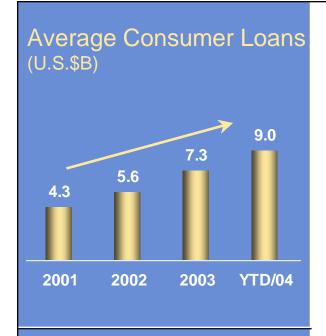


# Cash Net Income \$MM 122 99 88 Revenue \$MM 829 719 640 Cash Productivity % 75.1 210 bps 01 03 **YTD/04**

# **Chicagoland:** Strong Volume Growth Continues

Customers Very Satisfied*	2001	2002	2003
Retail			
Harris	59%	62%	66%
Large Competitors	46%	51%	52%
Small Banks	65%	70%	70%
<b>Small Business</b>			
Harris	62%	66%	61%
Large Competitors	46%	55%	41%
Small Banks	63%	63%	67%

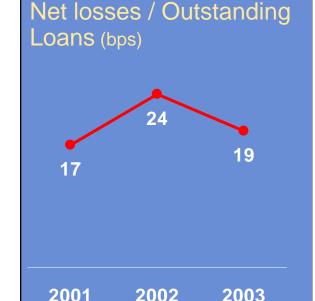
\*Source: Burke Annual Survey



# **Consumer Lending:** Strong Growth and Continued Demand for Consumer Loans

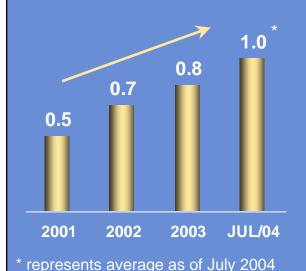
Consumer Loans include:

- ✓ Home Equity
- ✓ Indirect Auto
- Mortgages
  - 2000-2003 added \$3.6 Billion in Consumer Loans
  - Year-to-date growth of 18%
  - Credit Performance Remains Very Solid
    - Losses and delinquencies at onethird of the peer average



# Auto Loan Balances New Autos (U.S.\$B) 1.9 1.6 1.2 0.8 1.9 2001 2002 2003 JUL/04





## **Indirect Auto Lending**

Proven relationship driven business model supported by strong calling efforts

- Very seasoned underwriting staff dedicated only to indirect credit requests
- Only "A" paper (no leasing or floor plans)
- Expanded business model through midwestern states
- Over 25% increase in loan balances in each of the last 2 years to US\$2.4 billion
- Competitively priced with a focus on credit quality
- Losses have been 30% of industry average

# McHenry • Kane Kendall Harris NLSB Lakeland

# **Business Model That Differentiates Us**From The Competition

Harris is a customer-focused regional bank that can achieve the productivity, resources, and back-office processing scale of a big national bank

- Customer experience of the community banks
- Convenience and product breadth of the network banks
- ✓ Leverage scale to achieve superior financial returns

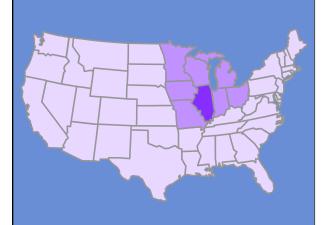
#### **NETWORK BANKS**

consistency

- Focused on convenience,
   Differentiate I
- Use process, control to drive efficiency
- Highly centralized model focused on volume to realize scale benefits

#### **COMMUNITY BANKS**

- Differentiate based on local presence, relationships
- Focus on relationship, flexibility over process



# Recent Chicagoland Acquisitions

2004 New Lenox State Bank

Lakeland Community

Bank

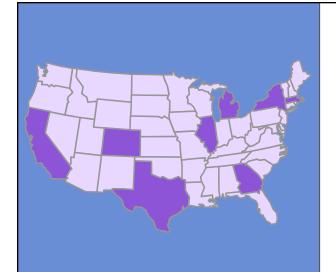
2001 First National Bank of

Joliet



## **Disciplined Approach** to U.S. Acquisitions

- Target small and mid-sized banks in Chicago, Illinois, and contiguous states
- Advantages include deep market knowledge, Harris Brand and reputation as communityfocused acquirer of choice
- Three key questions:
  - Is it a good strategic fit?
  - Is it a good cultural fit?
  - Is it a good financial fit?
    - Internal hurdle rate > 15%,
    - Must be cash accretive by year three



#### **Focused Sectors**

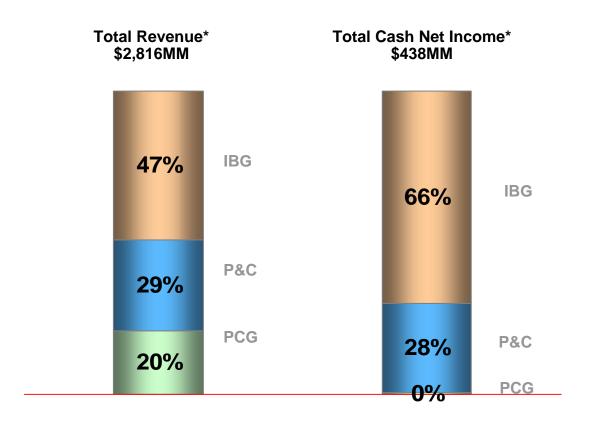
- ✓ Energy & Power
- ✓ Media, Communications & Technology
- ✓ Food & Agribusiness
- ✓ Real Estate & Construction
- ✓ Financial Institutions
- ✓ Commercial & Industrial Products
- ✓ Consumer & Leisure Products
- ✓ Financial Sponsors
- ✓ Business Services
- ✓ Healthcare

# **An Integrated** North American Investment & Corporate Bank

- Focused on building highly profitable, multiproduct, lead relationships in key sectors
- Targeting private and smaller cap public companies with sales in the \$75MM to \$1B range
- Maximizing Harris Bank expertise in Midwest mid-market
- Client mix currently 75% private, 25% public focus on expanding the public client base with the additional equity platform



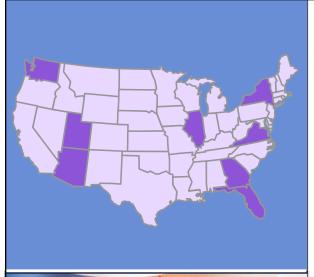
# **Investment Banking Group:** Positioned for Economic Recovery



F2003 F2003



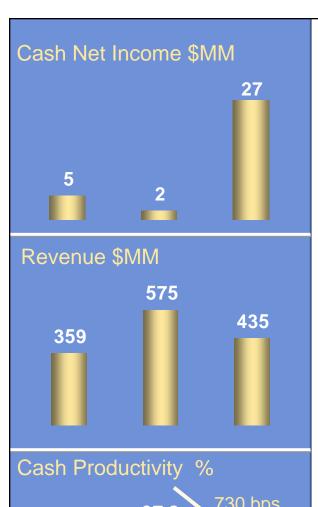
<sup>\*</sup> Residual due to Corporate Areas

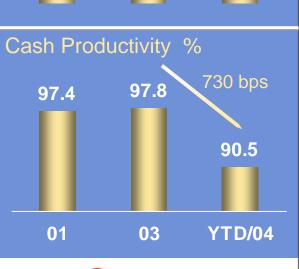




# **Growth Opportunities** in Wealth Management

- Highly competitive, fragmented industry in the U.S.
- Expanding our U.S. franchise in existing, high growth, affluent markets through a combination of acquisitions and organic growth
- Excellent reputation:
  - Harris direct ranked #1 in customer service in SmartMoney's survey of online brokers
  - Harris direct ranked highly because of its consistency: "...ranked above average in almost every category" in most recent Kiplinger's survey





# **PCG U.S.:** An Integrated Wealth Management Offering

- Franchise includes
  - Private Banking
  - Direct Investing
- U.S. Segment added \$27MM to cash earnings so far this year
- Managed asset growth 17% year over year (adjusted for foreign exchange impact on assets)
- Revenue growth combined with cost reduction initiatives continue to improve productivity

## **Operations have grown** both organically and through acquisitions.

## **Acquired:**

- ✓ \$31.84 billion in AUM
- Geographic footprint in nine states

#### We have:

- Reduced fixed costs and improved productivity
- ✓ Successfully increased client assets per account

# Serving a Full Spectrum of Wealth Management Clients

## **Targeted Client Segments**

\$ММ	Mass Retail <\$0.25	Mass Affluent \$0.25 - 1	High Net Ultra High Worth Net Worth \$1 - 10 >\$10		Institutional	
Business Units	,	30120 1	, , , , , , , , , , , , , , , , , , ,	7910		
Harris Private Banking	Source: Barror	Source: Barron's, June 2003		14th		
Harrisdirect		2% th	Source: Merrill L	ynch, June 2004		
Harris Insight Funds	0.2% 17 / 75	Source: FRC Research, June 2004				
Harris Investment Management		Source: Pension Investments, May 2004			0.1% 118 / 787	

**Legend:** National Asset Market Share % /Rank



### **Integration Makes a Difference**

- All three lines of business work closely together
- Maximize the use of existing infrastructure
- Revenue growth combined with cost reduction initiatives continue to improve productivity



## U.S. Strategy

## Goals

- Grow the business to become a leading Mid-West Personal & Commercial Bank
- Build reputation as a high quality client service bank
- Shift the cost structure to a source of competitive advantage

## **Priorities**

- Improve productivity
- Drive the contribution from each of the business groups



