



#### STRATEGIC OVERVIEW

FIRST QUARTER 2004

#### **TONY COMPER**

Chairman & Chief Executive Officer

Investor Community Conference Call February 24, 2004

### Sharp Rise In Year-Over-Year Results

Performance Measure	Q1 2004	Q1 2003
Net Income	\$532MM	\$399MM
Cash Net Income	\$551MM	\$421MM
EPS	\$1.00	\$0.75
Cash EPS	\$1.03	\$0.79
Return On Equity	18.3%	14.3%



# Strong Performance Against Our Targets for 2004

Performance Measure	Q1 2004	F2004 Target
EPS Growth (vs. Q1 2003)	33.3%	10 – 15%
Provision for Credit Losses	\$55MM*	\$500MM or less  Now revised to: \$300MM or less
Cash Productivity Ratio (vs. Q1 2003)	270 bps improvement	150 – 200 bps improvement
Return On Equity	18.3%	16 – 18%
Tier 1 Capital	9.65%	Minimum 8%

\* Excluding the \$40MM reduction in the general allowance for credit losses



# **Chicagoland Branches** McHenry . Kane Kendall Harris NLSB Lakeland

## Quality U.S. Acquisition A Strong Strategic Fit

- Acquired 8 branch New Lenox State Bank for \$306MM
  - A high performing community bank in Will County
- Solidifies Harris' #1 market share position in one of the fastest growing counties in the U.S.
- Harris retail and small business deposit market share anticipated to be 9.9% at the close of NLSB, narrowing in on Chicagoland leader



### Enterprise Priorities For 2004

- 1. Improve Productivity
- 2. Improve Customer Loyalty in P&C Canada
- 3. Improve U.S. Performance
- 4. Drive Sales and increase Share of Wallet
- 5. Aggressively pursue U.S. Acquisitions
- 6. Maintain status as Employer of Choice
- 7. Create a sustainable High-Performance Culture

#### Fiscal 2004

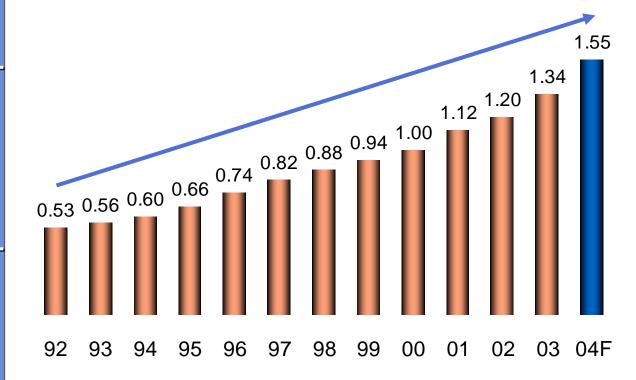
Increased quarterly dividend from \$0.35 to \$0.40

Dividend payout target is 35-45%

The quarterly common share dividend will be announced concurrent with the release of quarterly results

### **Quarterly Dividend Increases 14%**

# Dividends Declared Per Share (C\$)





#### Forward-Looking Statements

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

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