

Press Release

Lausanne, 15 March 2012

A new head of Crédit Agricole Private Banking Services and an ambitious development strategy for (BPO) at Crédit Agricole Suisse.

The appointment of Jean-Claude Favre marks a new stage in the development of Crédit Agricole Private Banking Services.

Jean-Claude Favre was appointed Chief Operating Officer of Crédit Agricole Suisse and Head of Crédit Agricole Private Banking Services (CA-PBS) on 7 March 2012. He has a direct reporting line to Hervé Catala, CEO of Crédit Agricole Suisse, and a dotted reporting line to Jacques Bourachot. Under the new organisation, as COO of the Crédit Agricole Group's private banking holding company, Mr Bourachot will be able to focus on the strategic aspects of his position. Michel Vuilleumier replaces Jean-Claude Favre as Chief Information Officer, a position he held since 2008.

With more than 20 years' international experience in corporate management, Jean-Claude Favre has successfully handled a range of large-scale projects in organisation, risk management and control, and information systems, both in Switzerland and abroad. Mr Favre was born in 1964 and holds a Master's degree in business management from the University of Lausanne, a Master's in mathematics from Ecole Polytechnique Fédérale in Lausanne and a postgraduate diploma in IT and industrial management.

Commenting, Hervé Catala said: "In 2012, BPO activities will be central to the development strategy of our bank, and Jean-Claude Favre's widely acknowledged professional and personal qualities are valuable assets for tackling the ambitious challenges facing the teams from CA-PBS".

Business Process Outsourcing is one of the four business areas of Crédit Agricole Suisse, alongside Private Banking, Capital Markets and Transactional Commodity Finance.

The Strategic Tasks of Crédit Agricole Private Banking Services

The Crédit Agricole Suisse Logistics Centre operates as an IT and back office service hub for eight entities of the Crédit Agricole Group's International Private Banking Services arm. It also provides a full range of outsourced IT and back office services for 16 other banks in Switzerland and around the world. The S2i platform serves 24 banks with a total of CHF 105 billion under management.

In terms of business growth, CA-PBS aims to acquire three new BPO clients in 2012, mainly in Europe and Asia. The integration of a new Crédit Agricole Group private banking entity in Spain is also planned for this year. The full suite of BPO services on the S2i system is intended mainly for mid-sized private banks with between CHF 250 million and CHF 10 billion under management. In 2011 five banks chose to adopt the S2i system owned by Crédit Agricole Suisse. At present the platform can handle the tax systems of nine countries.

Furthering the expansion of Crédit Agricole Suisse and, more broadly, the Crédit Agricole Group's private banking business, CA-PBS is designated to make additional upgrades to the S2i information system, particularly with respect to the current migration of the platform to Java technology. Another strategic challenge for CA-PBS in 2012 will be to undertake various developments so as to strengthen the monitoring of changes in Swiss and international tax regulations. The three cornerstones of CA-PBS's organisation are client service quality, productivity optimisation and operational risk management.

About Crédit Agricole Private Banking Services

Crédit Agricole Private Banking Services (CA-PBS), a division of Crédit Agricole (Suisse) SA, is the IT and back office service centre for the Crédit Agricole Group's international private banking services business. The CA-PBS services centre is ISO 9001, ISO 27001 and ISAE 3402 (type 2) certified and employs more than 530 people in Lausanne-Vennes. For more than 15 years CA-PBS has served banks in Switzerland and around the world. With more than 20 client banks currently on the S2i platform, which handles CHF 105 billion in assets, CA-PBS is one of the leaders in Switzerland in outsourced IT and back office services for private banks.

About Crédit Agricole (Suisse) SA

A subsidiary of Crédit Agricole Private Banking, a holding company comprising the Crédit Agricole Group's main direct wealth management entities, Crédit Agricole (Suisse) SA is active in the areas of private banking services, capital markets, transactional commodity finance and banking business process outsourcing. Backed by the financial strength of the Crédit Agricole Group and its extensive international network, the Geneva-headquartered company is one of the top five foreign banks in Switzerland in terms of client wealth, total assets and shareholders' equity. With more than 1,400 employees, Crédit Agricole (Suisse) SA has four branches in Switzerland – Basel, Lausanne, Lugano and Zurich – and numerous international private banking business locations, including Abu Dhabi, Beirut, Dubai, Hong Kong, Montevideo, Singapore and Tel Aviv.

For more information, visit www.ca-suisse.com.

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