



Wealth of Information

A Communication for the Wealth Management Group of LaSalle Bank

August 2007

WEALTH MANAGEMENT STRATEGY

- Deliver Holistic Advisory Services
- Treat Each Client as the Most Important Client of the Bank
- Deepen Client Relationships
- Become Known as the Provider of Choice for the Commercial Banking Business Owner
- Focus on our Target Market of Individuals/Families with Liquid Wealth of \$2 Million or More

A NOTE FROM MARY JO

Our Opportunity to Embrace Change

This is a moment unlike any other for LaSalle Bank. In our own right, we are still Chicago's second largest bank, and one of the biggest in the Midwest. Our tradition of outstanding service to individuals, businesses, and entire communities is — and always will be — a model for others to emulate. But it's clear that we are ready for even greater challenges...and now the future is coming into focus.

As the transition moves forward, we will continue to provide you with updates on progress, tips to keep the process running smoothly, and other helpful tools and resources. Meanwhile, here are some important things to keep in mind:

Our Mission

LaSalle Bank Wealth Management will be the trusted advisor to our clients and their families who value our consultative, objective and customized approach to wealth preservation and growth.

- **Addressing client questions** If you receive any questions from clients or external sources regarding the transition, please email the questions to Susan K Brown. We will respond promptly with an appropriate answer. This will help us build our WM FAQ tool to ensure a consistent message to the marketplace.
- **Keeping the lid on rumors** As with any merger, there probably will be rumors and misconceptions circulating. If you hear of any of these stories (no matter how outrageous they may seem) that don't come from an official source, please forward directly to me and copy Susan K Brown. It is important that we be aware of any rumors so they can be addressed quickly with accurate facts.
- **Staying informed** We will be hosting WM/LPS Transition Update conference calls on a regular basis. Other tools to assist you include the transition site — just visit *Currency* and click on "Leading Through Transition" to view the latest information and FAQs and you can continue to address some of your employee questions there as well.

Like me, you probably are feeling mixed emotions about closing one chapter of our organization and opening a new one. That's completely understandable. As professionals, of course, we need to do more than simply open the door to this change — we need to embrace it. Your manager will do everything possible to answer any questions you have as information becomes available about the changes occurring and how they affect you. As always, I thank you in advance for your patience, your flexibility, and most of all for keeping an open mind about what the future holds.

Warm regards,



WEALTH MANAGEMENT MARKETING TIMELY NEWS

Convenient, New Feature for VIP Access

Be sure to let your clients know about the exciting new VIP Access feature which became available on July 16. Clients can now view their personal and business accounts and transfer money between them through their VIP Access banking profile once access to the accounts has been linked. The VIP Access Procedure document explains the requirements and easy-to-follow steps to take advantage of this convenient feature. This document and any legal agreements for the client to sign are posted on the Wealth Management Marketing Database under the VIP Access category.

Coming Soon: New Life Insurance Selling Tools

Two new life insurance product pages will soon be available. One version is targeted to money managers and attorneys. It highlights Wealth Management's consultative approach to life insurance and how we can perform a complimentary in-depth analysis of their clients' existing coverage. Other key advantages include our expertise and ability to provide advice on life insurance strategies to protect the client's family and business through life-changing events.

Another version of the product page is also being developed to promote our life insurance solutions to individual clients. ■

*The Wealth Strategist
role is to leverage the
financial planning
process to deepen
relationships and
uncover opportunities
that lead to increased
client satisfaction
and greater client
retention.*

TAKE ACTION

And the winner is...Team Brown!

Congratulations to all the teams on a great performance in the cross sales contest. The first place winner, **Team Brown**, rang up 6.12 pieces of new business per team member. **Team Merlin**, with an average of 4.25 pieces per team member, earned the second place spot.

Kudos to these two teams for their excellent efforts in bringing in new business and expanding client relationships.

Both Team Brown and Team Merlin were able to celebrate their wins in the Cubs skyboxes as the hometown team took on Barry Bonds and his San Francisco Giants in an evening game on July 17.

Special thanks to everyone for participating in the contest. This was a tremendous team effort by all.

Wealth Strategists Promote Holistic Advisory Strategy

The Wealth Strategist role, which was instituted at the beginning of 2007, is to leverage the financial planning process to deepen relationships and uncover opportunities that lead to increased client satisfaction and greater client retention. Midyear results show that this holistic advisory strategy is being well received by clients and RMs. Clients appreciate that they can call, email or meet to discuss their specific financial planning issues, while RMs benefit from strengthened relationships with clients.

TAKE ACTION - continued

Ongoing activities of Wealth Strategists range from participating in client/prospect appointments to reviewing life insurance policies and generating bank revenue for life insurance sales. These services also include referring estate planning fees to external partners, closing on investment assets, and producing financial analyses for prospects and existing clients.

A key component of this success is the **Team** approach which allows the Wealth Strategists to have holistic conversations with clients that lead to deepening relationships and closing more business. If you have a client that might benefit from our holistic advisory strategy, please contact Rich Jurgovan at (312) 904-4090 (IL) or Tim Anderson (248) 822-5908 (MI) to discuss.

Good Time for Advance Planning

Summer is sometimes a quiet time of year. Use this brief pause to schedule upcoming client appointments. You'll be ready to hit the ground running when business gets back into full swing after Labor Day.

Upcoming Coaching Forums for Managers

Coaching forums will be held for all WM managers on August 16 (IL) and August 23 (MI). The sessions will be facilitated by Huthwaite to provide managers with an opportunity to share ideas and successes. The forum will provide an opportunity to discuss opportunities for implementing and encouraging the SPIN selling techniques within their teams. ■

PEOPLE ON THE MOVE

Warm Welcome

Patricia Boseman has joined the Performance Measurement and Analytics team in the role of Senior Performance Analyst. Among her responsibilities will be daily processing and account set-up as well as calculation of performance returns. Patricia has worked for several years in performance measurement and has experience with the ADVENT suite of products (AXYS and BREU). We are delighted to have Patricia with us. Please welcome Patricia to the Performance team and to Wealth Management.

Laura Dickson has joined WM as the new receptionist for 3rd floor. She is a recent graduate of Tulane University, New Orleans, Louisiana. If you haven't been introduced already, please stop by the reception desk, introduce yourself, and welcome Laura to WM.

New Responsibilities

Tim Finley will be managing Team 1; and **Samona Bridges** has been promoted to Senior Private Banking Associate. Please join us in congratulating Tim and Samona on their new positions. They are tremendous assets to Wealth Management, and we appreciate their contributions to the group. ■

COMPLIANCE CORNER

Client Complaints

While Wealth Management staff members work hard to provide the best service at all times, there are bound to be a few cases where clients are unhappy with our service. In many instances, it is simply a misunderstanding. However, to ensure prompt, consistent responses to these clients, Wealth Management has developed a new procedure for those cases where Trust and Investment Management clients write a letter expressing their displeasure. If you should receive a complaint letter, here is a recap of the steps you should follow:

1. Send a copy of the letter to your immediate manager, your regional head, the Chief Fiduciary Officer, and Wealth Management Compliance. You should also have the letter imaged and sent to the account legal file.
2. Prepare an acknowledgement letter, which the Chief Fiduciary Officer will approve, and send it to the client within 10 business days of your receipt of the complaint.

The Chief Fiduciary Officer will coordinate a response to the client proposing a resolution to the matter within 30 days of receipt of the complaint. Copies of the resolution letter will be maintained in the Chief Fiduciary Officer's office, the Compliance Department, the imaging system, and the legal file.

Note: This procedure does not apply to brokerage clients. LFS already has an established process for responding to brokerage client complaints. ■

The subtle distinction between a household employee and an independent contractor is who controls how the work is performed.

HOLISTIC ADVICE

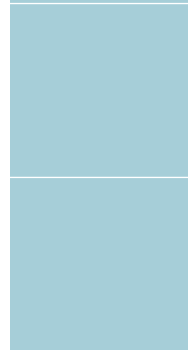
The Nanny Tax

Many people are familiar with the term "nanny tax," but they may not realize that employers of nannies are not the only taxpayers liable for this tax. There are many people who employ a worker to provide domestic services in their home, whether it is a nanny, other caregiver, housekeeper, driver or chef.

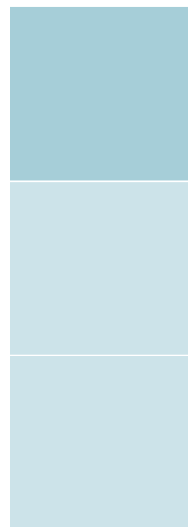
The subtle distinction between a household employee and an independent contractor is who controls how the work is performed. If the worker provides his or her own tools or supplies and controls what work is done as well as how the work is done, the worker should be considered an independent contractor. On the other hand, when the

employer controls what work is performed and also how the work is carried out, the worker is considered a household employee.

Next, the level of income is considered. If the nanny or other domestic employee has received employment income of \$1,500 in 2006 (subject to indexing), the employer is responsible for the nanny tax. Generally, employing a spouse, parent or household worker under age 18 is exempt. To learn more about the nanny tax, including employment taxes, benefits for employers and employees, and other important information, visit http://vip.lasallebank.com/WM/advice/daily_archive.asp. ■



Wealth
Management's major
event this year is
"Jersey Boys."
Please plan on
extending personal
invitations to
your clients.



EVENTS & SPONSORSHIPS

Oh What a Night!

As you are aware, Wealth Management's major event this year is "Jersey Boys." This hit Broadway show is the highlight of the Chicago theatre season, and many clients have already been inquiring about tickets. Here are some details to assist with your planning.

DINNER AND THEATRE

Thursday, October 11, 2007

5:00 – 7:00 p.m.

Cocktails and dinner, Italian Village – Vivere

7:30 p.m.

"Jersey Boys" LaSalle Bank Theatre

Please plan on extending personal invitations to your clients, upon Team Leader approval, and then a confirmation card, containing event details, will be mailed to clients once their attendance has been confirmed. Theatre tickets will be distributed upon arrival at the restaurant for dinner. Our group is large enough that we will have the entire Vivere restaurant space.

More details on the show: This 2006 Tony® Award-winning best musical about The Four Seasons is the story of how four blue-collar kids became one of the greatest successes in pop music history. They wrote their own songs, invented their own sounds and sold 175 million records worldwide – all before they were thirty! "Jersey Boys" features the group's hit songs "Sherry," "Big Girls Don't Cry," "Rag Doll," "Oh What a Night" and "Can't Take My Eyes Off You." ■

ABOVE AND BEYOND

Service Quality Award Winners

July 12

Jerry Leon
Leanne Levy
Gabriela Szabo

July 26

Lolita Davis
Perla Escalano
Barbara Hosty

July 26

HONORABLE MENTION

Samona Bridges and Meredith Edwards

DATES TO REMEMBER

Illinois

August 9

WM/LPS Transition Update
Conference Call

August 12

LaSalle Bank Distance Classic

August 16

Huthwaite Coaches Forum

August 21

Wealth Management Client
Luncheon and Photography
Collection Tour

August 30

Wealth Management Client
Luncheon and Photography
Collection Tour

Michigan

August 9

WM/LPS Transition Update
Conference Call

August 23

Huthwaite Coaches Forum

August 25

Gleaners Community Food
Bank Volunteer Opportunity