Dear Members,

We are proud to present this review of the main achievements of your Caisse for the 2019 fiscal year.

Desjardins was in the news a lot last year, particularly due to the privacy breach announced on June 20, 2019. However, our Caisse did some great things in the community, and we would like to highlight them here.

Skilled directors who represent our community

In 2019, we had our first call for director nominations since we rolled out our enhanced group profile. The goal of this profile is to assemble a Board of Directors that has all the skills needed to perform its functions while reflecting the diversity of our members.

Committed to fighting and adapting to climate change

Climate change is one of the most pressing challenges facing our world and is a growing concern for our members. Desjardins is committed to taking on a larger role in the transition to a low-carbon economy. We are now carbon-neutral and are launching initiatives to help our personal and business members make the move to clean energy. We are also gradually incorporating new environmental, social and governance criteria to our decision-making processes as part of our shift to environmentally and community-friendly finance.

Committed to young people and our community

We are also proud of All Committed to Supporting Youth, a program featuring dozens of Desjardins initiatives, including: financial literacy, scholarships, extracurricular activities, and solidarity-based finance programs and partnerships with organizations like Place aux jeunes en région and Grand défi Pierre Lavoie.

Through scholarships, donations, sponsorships and youth-focused programs, Desjardins shows its generosity and commitment to young people between the ages of 6 and 30, across Ontario and Quebec. In 2019, Desjardins announced it would commit $50 million a year to support young people in the areas of education, health and healthy living, employment and entrepreneurship, as well as community involvement.

Thanks to members like you, our Caisse is able to enrich the lives of young people and the larger community by supporting important initiatives that bring people together around a common goal and that provide long-term benefits for the community. We distributed $30,072 through our Community Development Fund last year and provided a total of $62,206 in the form of donations and sponsorships.

Because of you, we were able to support Le Centre du Vieux Moulin de LaSalle, Fondation Cavelier-De LaSalle and The LaSalle Hospital Foundation, to name a few, which made a difference for our members of all ages and our community.

Committed to preparing the next generation of Desjardins leaders

We believe it is important for the Caisse’s Board of Directors to reflect the diversity of our members and our community. Therefore, we have taken steps to boost the number of young people on the Board. With the Young Intern Director Program, one young person between the age of 18 and 30 can participate in meetings without necessarily being elected. A number of young people have taken part in our Young Intern Director Program in recent years. If you would like to get involved and have a say in the direction of our Caisse, please let us know!

Acknowledgements

For the past twelve years, I have had the privilege of being acting Chairman for the Board of Directors of the Caisse. This year’s Annual General Meeting will mark my final year as Chair, which, according to the Caisse’s rules of procedure, cannot exceed twelve years. I would like to sincerely thank my colleagues and the members elected to the Board of Directors for their trust over the years and express my pride in working with such a dedicated team. I am happy to continue my term as a director of the Caisse and will remain just as committed to the associative and democratic life of the Caisse.

Finally, I would like to thank you, our members, for placing your trust in us. Thanks to you, we are able to help our members and the community achieve their goals!

Patrice Boileau, Eng., MBA
Chair
Message from the General Manager

Dear Members,

In 2019, we worked hard to carry out our mission to meet all your financial needs while contributing to the social and economic well-being of our community. You will find the Caisse’s annual report and detailed financial results at www.desjardins.com/caissedelasalle.

Our results show, not only how committed members are to our financial services cooperative, but also how soundly the affairs of the Caisse have been managed. These results encourage us to continue our efforts to offer services and solutions that meet and exceed your expectations.

With business under management totalling $1.6B, up 6.95% compared to 2018, we are well positioned in our market. To ensure you continue to have the best possible experience as a member, we will be focusing on delivering innovative products and quality services. We will also be counting on the expertise of all our employees and the many specialists who work at Desjardins.

By trusting your Caisse and regularly using our products and services, you help it maintain its financial health. Thanks to you, the Caisse can reach its full potential and deliver products and services that benefit all members and the community.

Fiscal year at a glance

<table>
<thead>
<tr>
<th></th>
<th>2019 ($M)</th>
<th>2018 ($M)</th>
<th>Variation (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assets</td>
<td>762</td>
<td>679</td>
<td>12.2</td>
</tr>
<tr>
<td>Liabilities</td>
<td>686</td>
<td>609</td>
<td>12.6</td>
</tr>
<tr>
<td>Equity</td>
<td>76</td>
<td>70</td>
<td>8.6</td>
</tr>
<tr>
<td>Surplus earnings</td>
<td>7.8</td>
<td>7.1</td>
<td>9.9</td>
</tr>
<tr>
<td>before member dividends</td>
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The Caisse’s full financial report for fiscal year 2019 can be found on the Caisse website at www.desjardins.com/caissedelasalle.

Desjardins members and clients are fully protected

The digital age offers a number of exciting new advancements, but it also comes with its share of risks. We care about our members and clients and want to make sure their information is safe. That is why we created Desjardins Identity Protection, a free, first-of-its-kind program for all Desjardins members and clients.

Desjardins Identity Protection has 4 components: full protection against unauthorized transactions for all accounts and assets at Desjardins, personalized support in the event of identity theft, reimbursement of up to $50,000 for certain expenses incurred during the identity restoration process, and 5-year Equifax credit monitoring. To get Equifax credit monitoring, members sign up for free, using the code provided by Desjardins.

There when and where you need us

Many of our products and services are available 24/7 online and in the AccèsD mobile app.

In 2019, Desjardins continued to modernize by making even more products and services available online. We launched 100% online mortgage renewals in 2018 and now with the My First Home app, first-time homebuyers can determine how much home they can afford, put together a homebuying plan and compare their favourite properties. With the app, they can move at their own pace and also get help online or over the phone at any point in the homebuying process.

We will also continue to issue the new Desjardins Access Cards with Flash. With this feature, you can pay for purchases up to $100 quickly and securely just by tapping. No more inserting your card or entering your PIN. You will get a new card with this feature, when your current card expires.

We also recently installed new ATMs, which feature touchscreens and accept envelope-free deposits for a simpler, more user-friendly experience.

More changes to member dividends

We have updated member dividends once again. We now recognize personal members who have insurance with us and base individual dividends on information that is readily available to members. This year, we are proposing a total member dividend of $1,185,430. Individual member dividends are now based on the member’s business volume (credit and savings account balances and insurance premiums). Also to enrich our community through support for major initiatives, we are recommending a contribution of $172,500 to the Community Development Fund.

Committed to our members

Our Caisse’s strength lies not only in our financial performance, but also in our employees. These skilled, dedicated individuals ensure that our services are in line with your needs.

I would also like to thank our Caisse Directors for the important work they do. Their commitment to our social and economic mission helps us maintain close business relationships with members and increase our visibility in the community.

As you can see, each one of us is committed to enriching the lives of our members and our community!

Jean-François Cromp
General Manager
Our commitment to the community

Your Caisse expresses its cooperative distinction just like Desjardins’ in many ways.
LASALLE HOSPITAL FOUNDATION

GIFT-WRAPPING BOOTH

DESJARDINS SQUAD FOR THE 40th ANNIVERSARY

ACTON CENTRE

ANNUAL GOLF TOURNAMENT - CHAMBRE DE COMMERCE ET D'INDUSTRIE DU SUD-OUEST DE MONTRÉAL

MARKED APPLES TO HIGHLIGHT THE 20 YEARS OF THE CAISSE

SCHOOL CAISSE

UNIVERSITÉ DU TROISIÈME ÂGE - LASALLE CHAPTER

40th EDITION OF COURSE ET MARCHE POPULAIRES DE LASALLE

ENTRAIDE DESJARDINS

CHRISTMAS MARKET - CENTRE CULTUREL ET COMMUNAUTAIRE HENRI-LEMIEUX

LASALLE SOUP FESTIVAL

LASALLE SOUP FESTIVAL
We are all committed

Committed to people and communities

We support the socio-economic vitality of our community through donations, sponsorships and the Community Development Fund (CDF). Members like you contribute to the CDF by voting to earmark part of your dividends for the fund during the Caisse's Annual General Meeting. In 2019, we invested $30,072 to support the following projects, to name a few:

- Centre d’affaires étudiant Desjardins (CAED), in partnership with Destination Travail du Sud-Ouest de l’Île de Montréal;
- Entraide Desjardins;
- Educational programs, such as, the school caisse and Personal Finance: I’m in Charge®

Committed thanks to solidarity-based finance products

 Créavenir Youth Entrepreneurship Program

Through the Créavenir program, our Caisse supports entrepreneurs between 18 and 35 who have trouble obtaining conventional financing. To help young entrepreneurs start or grow their business, the program offers flexible financing along with a grant that can be used as seed money. No loan guarantee is required. Créavenir provides young entrepreneurs with hands-on support throughout the startup process.

Desjardins Microcredit to Businesses

Through the Desjardins Microcredit to Businesses program, the Caisse supports self-employed workers and entrepreneurs of all ages who don’t have access to traditional forms of credit. To encourage them to start or grow their business, the program provides personalized financing and hands-on support through our partnership with l’ACEM (Association communautaire d’emprunt de Montréal) Microcrédit Montréal.

Desjardins Mutual Assistance Fund

Through the Desjardins Mutual Assistance Fund, the Caisse helps people in financial difficulty balance their budget and break the vicious cycle of debt and predatory lending. Offered in partnership with other caisses in the region, L'Association coopérative d'économie familiale (ACEF) du Sud-Ouest de Montréal provides free, caring and confidential budget counselling. We review participants’ financial situations to identify possible solutions, which may include a small emergency loan. The goal of the loan is to allow recipients to address their short-term budget problems so they can make lasting changes to their spending and budgeting habits.

Committed to the financial literacy of young people

Our Caisse also takes part in the school caisse program. Through this program, elementary school children learn the value of money, the cost of goods, and the importance of setting savings goals and meeting financial commitments. In 2019, 265 students participated in the school caisse in six local elementary schools.

The website www.schoolcaisse.com has a wide range of activities, videos and games for young people, parents and teachers to help young people become independent, responsible and capable.

Preparing for the future with Personal Finance: I’m in Charge®

Through the Personal Finance: I’m in Charge® program, Desjardins provides guidance to young adults at a time in their life when they have to make a lot of financial decisions for the first time. One of the goals of this program is to help them become responsible consumers by preparing them to make informed decisions and choices that are right for them.

The program is offered in partnership with Destination Travail du Sud-Ouest de l’Île de Montréal.

Desjardins Foundation Grants

In an effort to support educational success, the Caisse is proud to award grants to students, establishments and their members through the Desjardins Foundation. As an example, in 2019, two schools were awarded #DesjardinsFoundation Prizes in order to realize important youth projects.

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Board of Directors

Patrice Boileau
Chair
Lucia Spallone
Vice-Chair
Jonathan Royer
Secretary

Marie-Eve Brunet
Director
Michel Comtois
Director
Liliane Gilbert
Director

Renée Lamy-Brault
Director
Jean-Guy Marceau
Director
Ben Lumière Moussienza
Director

Julie Poirier
Director
Josée Troïlo
Director
Jean-Pierre Yeung
Director

Claudette Zizian
Director
Charlène Lepage
Intern Director
Devinderpal Singh
Intern Director

Head Office
7700, boulevard Newman
LaSalle (Québec) H8N 1X8

Business Hours
Monday . . . . . . . . . 9:00 a.m. to 5:00 p.m.
Tuesday . . . . . . . . . 9:00 a.m. to 5:00 p.m.
Wednesday . . . . . 9:00 a.m. to 8:00 p.m.
Thursday . . . . . . . . . 9:00 a.m. to 8:00 p.m.
Friday . . . . . . . . . . . 9:00 a.m. to 5:00 p.m.
Saturday . . . . . . . . . 9:00 a.m. to 3:00 p.m.

Automated Service Centres
Cégep André-Laurendeau
1111, rue Lapierre
IGA Beck
8130, boulevard Champlain

Téléphone : 514-366-6231

www.desjardins.com/caissedelasalle

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ATMs

1-800-CAISSES