

Programs and Projects update

In the attached document you will find a summary of the last program along with project achievements and an update of the 2011 roadmap.

This document covers all initiatives outlining the benefits and impacts for our Clients.

The aim is to send this document out on a quarterly basis and to include a macro plan in order to ease the reading.

Should you have any other ideas regarding enhancements we could make or if you require any further information, please contact your account manager (contacts details available [here](#)) or alternatively Arielle Combes, Head of Customer Relationship management (arielle.combes@lchclearnet.com).

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