

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.

This document is sent on a quarterly basis and includes a macro plan in order to ease the reading.

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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