

For Retail and Investment Clients - JD Powers Studies

Every year, the JD Powers organization conducts several surveys that we think you will find very interesting. The first is the 2007 version of their Retail Banking Customer Satisfaction Study released on June 4, 2007. A number of major banks are rated and ranked in this study. The second study, released in May 2007, rates and ranks US Financial Advisors. The third is a brand study (June 18th) on full service investor satisfaction in Canada. You will, of course, recognize many of the brokerage firms since most also do business in the U.S.

While the attached reports hit all of the major highlights, you may find some important additional information by watching these videos now posted on the JD Powers website:

US Retail Banking Customer Satisfaction Study:

<http://www.jdpower.com/corporate/library/videos/?localID=284740>

US 2007 Financial Advisor Customer Satisfaction Study:

<http://www.jdpower.com/corporate/library/videos/?localID=284720>

Canadian Full Service Investor Satisfaction Study:

<http://www.jdpower.com/corporate/library/videos/?ID=2007096>