

# JOHN JAMES STACK

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## WORK EXPERIENCE

Chairman & Chief Executive Officer – Ceska Sporitelna, a.s. 2000 – May 2007  
\$40 bil. in assets; 5.5 customers. Largest retail bank in Czech Republic; second largest bank. Initially turnaround challenge with bank nearly bankrupt when government sold majority control to Erste Bank of Austria in 2000. Reduced staff from 15,500 to 10,000, developed sales and service culture, returned bank from substantial loss in 1999 to 20% ROE in 2003. Named Best Bank and Best Banker in Czech Republic multiple times; numerous other awards. Targetting 15-20% profit growth and plus 20% ROE in 2007.

Executive Vice President -- Marketing & Customer Advocacy/Chase Bank. 1998 - 1999  
\$47 bil. in deposits. \$2 bil. in revenues. \$30 mil. in media advertising. 300 professionals. Developed asset management account. Introduced ATM surcharging. Implemented 23 cross sell programs across four product companies. Instituted retention programs with predictive modeling and recovery process. Completed CIF infrastructure and began roll out to customer contact personnel with action guidelines for high value customers. Grew deposit revenues 5% (industry average 1 - 2%). Reduced checking pricing while increasing revenues.

Executive Vice President -- Direct Financial Services Group/Chase Bank. 1996 - 1998  
\$600 mil. in revenue. \$300 mil. in NEBT. Annual revenue growth -- 25%. Annual NEBT growth -- 29%. 2,200 employees. 72 mil. telephone calls annually. Consists of the Direct Bank, Investments, and Insurance. Merged Chemical and Chase operations with savings of \$90 mil. and increased customer satisfaction. Charged with introducing investment and insurance products and new channels into a deposit and branch centric retail organization, beginning the transformation to a complete financial services firm while reengineering the integration of investment and insurance into the product and relationship offering.

Group Manager -- Consumer Banking Sales & Service/Chemical Bank. 1992 - 1995  
\$27 bil. in Deposits. \$260 mil. originated in Small Business Loans. \$1 bil. originated in Consumer Assets. 5,500 employees. 36 mil. telephone calls annually into Call Center. 144 mil. ATM transactions annually. 320 Branches. In four year period, merged two retail banks (Chemical and Manufacturers Hanover) reducing Head Count by 1,400 and expenses by \$180 mil., while increasing customer satisfaction scores and moving Primary Bank share from 15.5 % to 16.1 %.

Division Executive – Branches/Chemical Bank. 1987 - 1991  
Led and managed two geographic parts of the Branch network. Implemented sales and service programs resulting in increased sales, customer satisfaction, and profits. Led the transformation of an operations - focused network into a sales and service force in the marketplace, while decreasing staff and other expenses substantially.

Group Manager – Credit Card Merchant Services/Chemical Bank. 1985 - 1986  
Increase profits from a loss of \$2.2 mil. to a profit of \$2.9 mil. Sold business because of a lack of strategic fit and poor return on expenses.

Group Manager – BankLink/Chemical Bank. 1983 - 1985  
Largest corporate cash management system in the world. Increased profits from loss of \$9 mil. in 1983 to \$6.0 mil. in 1985 by renegotiating computer-services contract and increasing revenue through expansion in Europe, Japan, and Australia.

Deputy Director – National Expansion Group/Chemical Bank. 1982  
Planned Chemical's long term acquisition strategy.

Office of the President/Chemical Bank. 1980 - 1981  
Planned and implemented NYCE. Developed strategy for PRONTO, Chemical's innovative home banking offering, which was 15 years too early for the marketplace.

Metropolitan Division (Branches and Middle Market)/Chemical Bank.  
Planning Head 1979  
Controller 1977 - 1978

New York City and State Governments 1970 - 1976  
Manager of the New York City Non/Judicial Staff from 1974 through 1976, where 500 employees or 15 % of the workforce were reduced through reengineering business processes during the NYC Fiscal Crisis. From 1970 through 1973, Aide to Mayor John V. Lindsay, concentrating on the purchase and renovation of Yankee Stadium, the Model Cities Sanitation Program, and the Police Command and Control Center.

## EDUCATION

BA, Mathematics and Economics, Iona College (1968). Magna cum laude.  
MBA, Harvard Graduate School of Business Administration (1970). Concentrations in finance and management.

## PERSONAL

Born and raised in Bronx, NY. Both parents are Irish immigrants. Married for 34 years with one daughter. Past Chairperson of the Board of Directors for The Center for Alternative Sentencing and Employment Services. Former member of the Board of Directors for NYCE, Cirrus and Maestro. Member of the Board of Trustees for the Vera Institute of Justice and the Cooperative Board for 1105 Park Avenue. Chairperson of Chemical Bank Blood Drive (1994) and Vice-Chairperson of Chase United Way Campaign (1998). Member of Ceska Sportelna Foundation.

## REFERENCES

Upon request. Numerous speeches and articles from Europe and North America are available for review.

## FUNCTIONS

No functions according to § 87 para 1a Austrian Stock Corporation Act.