

Questions & Answers — Welcome Offer (clients)

April 8, 2021

Q. 1: What is the Welcome Offer?

Laurentian Bank would like to welcome all new clients by offering them a bonus of up to \$350 when they open their first Operations Account, subject to meeting the eligibility criteria and the terms and conditions of the offer. The Welcome Offer encourages them to maximize the use of their bank account to help manage their finances.

Q. 2: How can I qualify for the Welcome Offer?

You are eligible for the Welcome Offer if:

- You do not currently, or in the 12-month period prior to the launch of this offer, have any type of Laurentian Bank Personal Banking Account*;
- You open your first Laurentian Bank Operations Account no later than 3:00 p.m. on August 31, 2021;
- You reside in Quebec;
- You are 18 years of age or older; and
- You meet the terms and conditions of the offer.

* Please note that the personal line of credit is considered a bank account.

In order to qualify for this offer, you must establish and maintain a mandatory regular direct deposit transfer of your salary or pension benefits and two pre-authorized payments (PAPs)¹ from your eligible Operations Account.

Q. 3: What are the benefits of the Welcome Offer?

The Welcome Offer entitles you to a bonus reward of \$175 when you open an eligible Operations Account and you initiate and maintain the following transaction for a minimum period of 12 months:

- Regular direct deposit transfer of your salary or pension benefits;
- Two pre-authorized payments (PAPs)¹.

You can receive an additional \$175 bonus if you sign up for the Transact without limit Plan and take Overdraft Protection (subject to credit approval).

You have 45 days following the opening of the Operations Account to meet all the terms and conditions of the offer in order to obtain the bonus.

Q. 4: How do I open an account at Laurentian Bank?

To open a bank account, you must meet one of our advisors. To do so, please make an [appointment online](#) or contact the nearest branch to you.

You will be asked to bring along the following to complete your application:

- your contact information;
- your date of birth;
- your occupation;
- two original, valid, undamaged pieces of identification. Please refer to our [web page](#) to find out what identification is accepted.

To find the nearest branch, please consult our [locator](#).



Q. 5: How long do I have to keep this account and these services and products to be eligible for the Welcome Bonus?

You must maintain your Operations Account open and in good standing, as well as the products and services associated with this offer (regular direct deposit transfer of your salary or pension benefits, pre-Authorized Payments (PAP)¹, *Transact without limit* Plan and Overdraft Protection) for a minimum period of 12 months after your account is opened and all terms and conditions are met.

Q. 6: What will happen if I decide to close or change this account before the 12-month period is expired?

If you have received the reward, but have closed your Operations Account, switched to a lower fee product, or no longer meet any of the eligibility criteria or terms and conditions of the offer, Laurentian Bank will debit, without notice, the amount of the reward received from your Operations Account or any other account of any kind you may have at Laurentian Bank.

If you close this account, but do not have any other Laurentian Bank account, we will send you an invoice for the amount of the reward received, which you must pay within 30 days of the postmark.

Q. 7: When I open my account, will the advisor be giving me a sample cheque?

Yes, when you first open your new account, your advisor will give you a welcome kit that contains 3 specimen cheques.

If you would like more, or if they were not included in the welcome kit, you can request them by speaking to one of our Telebanking Centre advisors at 514 522-6465 or toll-free at 1 833 522-6465.

Q. 8: If my spouse and I open an Operations Account together, will we be able to take advantage of the double reward?

No, only the primary designated account holder who meets the eligibility criteria can earn the bonus.

Q. 9: If I open more than one account, can I take advantage of the bonus for each account I open?

The offer is limited to one bonus per customer, regardless of the number of accounts opened during the promotional period from April 19 through August 31, 2021, at 3:00 p.m.

You have 45 days to complete the various applications in order to receive your premium in a single deposit.

Q. 10: If I had an account at Laurentian Bank a few years ago, do I qualify for this offer?

Yes, if you do not hold any other type of bank account currently or in the 12 months prior to the launch of this offer.

Q. 11: If I am a Laurentian Bank employee and my spouse and I open an account, will we be eligible for this offer?

Yes, as long as your spouse is designated as the primary account holder and meets the eligibility criteria. Employees of Laurentian Bank and its subsidiaries are not eligible for this offer.

Q. 12: Am I eligible for this offer if I have a Laurentian Bank Visa* card?

Yes, you are eligible for this offer if you have a Laurentian Bank Visa card but do not have any other type of bank account currently or in the 12-month period prior to the launch of this offer.



Q. 13: I am a Laurentian Bank mortgage customer, but I do not have an Operations Account, am I eligible for this offer?

Yes, you are eligible for this offer if you have a mortgage with Laurentian Bank, but do not have any other type of bank account currently or within 12 months of the launch of this offer.

Q. 14: Is there a minimum amount required for pre-authorized payments or direct deposits?

No, there is no minimum amount required for pre-authorized payments. However, direct deposits have a minimum requirement of \$450 per month.

Q. 15: What is the *Transact without limit* plan?

It is a banking plan that offers unlimited transactions, including Interac™ transfers, for great savings. It is ideal if you make several transactions per month.

Q. 16: What is the Overdraft Protection³?

Overdraft protection ensures that you keep up with your payments and have sufficient funds for future cheques and pre-authorized debits and avoids the high cost of NSF cheques or pre-authorized debits.

Overdraft protection guarantees payment of cheques you issue or other transactions, up to a pre-determined amount based on your needs. This protection is available to you subject to credit approval.

- \$5 monthly charge²;
- Interests³ charged on the overdraft amount used;
- No fee when unused.

Q. 17: How and when will I receive my reward?

The reward will be transferred to your Operations Account within 3 months of meeting all eligibility requirements and the terms and conditions of this bonus offer. Only one bonus will be deposited into the Operations Account.

Deposit schedule

Account opening	Reward deposit
April	By July 31, 2021
May	By August 31, 2021
June	By September 30, 2021
July	By October 31, 2021
August	By November 30, 2021

Q. 18: How will I know that my reward has been deposited to my account?

You will receive a confirmation email as soon as your reward is deposited in your account. To receive the confirmation email, please provide your consent to receive promotional emails from Laurentian Bank through your advisor.

Please add offres@banquelaurentienne.ca to your email address book to ensure that communications from Laurentian Bank are delivered to your email inbox. You can change your communication preferences at any time on LBCDirect in *My Profile* section.



Q. 19: What should I do if my reward is not deposited to my account within 3 months of meeting the eligibility criteria and terms and conditions of the offer?

If you have not received your reward, please notify your branch advisor or one of our Telebanking Centre advisors at 514-522-6465 or 1-833-522-6465 (toll-free) by December 31, 2021. No notices received after this date will be accepted and you will be deemed not to have qualified for this promotional offer.

Q. 20: Where can I find all the terms and conditions of the Welcome Offer?

To learn more about all the terms and conditions of this offer, visit www.laurentianbank.ca/welcomeoffer.

* Trademark of Visa International Service Association used under licence.

Legal notice

1. A Pre-Authorized Payment is a withdrawal transaction initiated by a Participating Merchant from whom you have given permission to periodically or occasionally withdraw an amount from your account for the payment of utility bills and assessments. This does not include payments to another financial institution for mortgage payments, insurance premiums, etc.
2. Pricing in effect as of March 1, 2021, subject to change. Free with Gold Service package, Privilege Program and Senior Citizen Program—Indispensable option.
3. For further information about this service and banking fees, please refer to [My Money](#) fee schedule guide. Subject to credit approval.

