

Questions & Answers — Welcome Offer

May 2022

Q. 1: What is the Welcome Offer?

Laurentian Bank would like to welcome all new clients by offering them a reward of up to \$300 when they open their first Chequing Account, subject to meeting the eligibility criteria and the terms and conditions of the offer. The Welcome Offer encourages clients to make the most 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 Chequing Account no later than 3:00 p.m. on October 31, 2022;
- You reside in Canada;
- You have reached the age of majority in your province or territory of residence; 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 of your pay or pension benefits and pre-authorized payments (PAPs)¹ and/or bill payments from your eligible Chequing Account for a minimum of two payments.

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

The Welcome Offer entitles you to a reward of \$300 when you open an eligible Chequing 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 in your Chequing Account;
- Pre-authorized payments (PAPs)¹ and/or bill payments from your Chequing Account for a minimum of two payments).

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

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 book an [appointment online](#) or contact the nearest branch to you.

If you are already a Laurentian Bank client, your advisor can open your Chequing Account remotely. Otherwise, the advisor will meet you at your local branch. 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 Offer?

You must maintain your Chequing 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 and/or bill payments) 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 Chequing 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 Chequing Account or any other account 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: Where can I find a sample cheque?

To obtain a sample cheque, please access your *LBCDirect* account. If you don't have access to *LBCDirect*, please contact one of our Telebanking Center advisors at 514 522-6463 or toll-free at 1 833 522-6463.

Q. 8: If my spouse and I open a Chequing 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 reward.

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

The offer is limited to one reward per customer, regardless of the number of accounts opened during the promotional period from May 2 through October 31, 2022, at 3:00 p.m.

You have 45 days to complete the various applications in order to receive your reward 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 a Chequing 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 or bill payments. However, direct deposits have a minimum requirement of \$450 per month.

Q. 15: How and when will I receive my reward?

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

Deposit schedule

Account opening	Reward deposit
May	By August 31, 2022
June	By September 30, 2022
July	By October 31, 2022
August	By November 30, 2022
September	By December 30, 2022
October	By January 31, 2023

Q. 16: 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.

Q. 17: What should I do if my reward is not deposited to my account within three 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 514-522-6463 or 1-833-522-6463 (toll-free) by December 30, 2022. No notices received after this date will be accepted and you will be deemed not to have qualified for this promotional offer.

Q. 18: 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 this page.](#)

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Legal notice

1. A pre-authorized payment is a withdrawal transaction initiated by a Participating Merchant to whom you have given permission to periodically or occasionally withdraw an amount from your account for the payment of utility bills and dues. This does not include payments to another financial institution for mortgage payments, insurance premiums, etc.

