USER GUIDE

Laurentian Bank Securities secure messaging

Do you have confidential documents to share with Laurentian Bank Securities (LBS)? Use secure messaging to ensure that your personal information is transmitted securely. This tool helps you save on travel time and allows you to send documents from anywhere, any time.

HOW TO READ A SECURE MESSAGE AND RETRIEVE YOUR DOCUMENTS?



• Open the notification e-mail you received from LBS. Preview of the message:



NOTE:

Please check your spam folder if you haven't received a message in your inbox.

2. Click **"Click here"** to read the secure message.



NOT REGISTERED YET?

- > Create a user account by filling in all the fields on the form.
- > Read the Terms of Use and then give your consent by checking the box provided.
- > Press "Continue" to confirm your registration.

	LAURENTIAN BANK SECURITIES			
Registration				
Create your account to read secure email.				
Email Address:	JohnSample@gmail.com			
First Name:				
Last Name:				
Password:				
Confirm Password:				
You must accept the fo	Ilowing terms and conditions before continuing: terms and conditions.			
Continue				

ALREADY REGISTERED?

- > The "email" field will be pre-filled.
- > Please enter your password and press "Continue" to access your secure messaging.

	Login	
Connect to Secure E	mail	
johnsample@gr	nail.com	
Password		
Forgot Password		

💶 Once logged on, you can access your secure messaging to read your messages and view documents.

U	Reply Reply All	Help
	Secure Messaging Tool	Digital Signature is VALID ✔
Ju) 16, 04:17 PM	From: Vargas Carmen Luisa	
	10. Val Pedicelli/ Cc.	
Jul 15, 04:18 PM	Sent 7/16/2020 4:17:15 PM	
	Attachments. 🔂 Test.pdf	
Jul 15, 11:08 AM	Dear Mittania Annual	i
	As discussed, I am sending you here attached :	
Jul 13; 12:25 PM	- Interneties	
	Please failow these instructions in order to provide your signature to the attached document(i):	
Jul 13, 11:59 AM	1. Open the document()) from the Secure Mesoaging Tool.	
1.1.1.1.1.1.1.1.1.1	 Sign and date the document(s). 	
	 Include the document()() as a stackment, in your response email using the Secure Messaging Tool. 	
Jul 10, 04:53 PM	Prese click on the "Reply all" function to ensure that all signationes are in copy (c.c.) of the return entail including the attached document(s).	
	Please do not hesitate to costact me if you have any questions,	
Jul 10, 09:36 AM	Benregenti,	
	Second Ba	
Jul 2, 09:17 AM		
	AND SECONDENTIALITÉ conseque, incluent se ades portes ant testró conserver à la aporte a la provie a la charde analyza de la conserver se professo de la conserver se prof	vol de de message à une mauraise adresse électronique, el ressage en resen des natues d'internection encourus par l'utilization le destinatore vieit, reutilepinque en informer sans délai et désuire
un 17, 02:49 PM	Valuus noolikas Banque Laurenteine ne pernet per aux représentants insorts, sur adjointes en plecement ou aux empropés d'accepter des proves tentinis ou repui per course électronique, messagene socie. Sélécopeur ou aute moyen élec	nonça.
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	Valuers Woldeles Bance Laurenteine, Sége soor	
	1900, toul René-Lévestue Quest, Rureau 820 Monnéer, Guétes, HOB 058, Caneta	
	HTMLIDU.JA	
		-
		Powered by Proofpoint Encryption*

NOTE:

The "Digital signature is VALID" window in the upper right-hand corner confirms that you are logged on and can now send confidential documents securely.



HANDY TIPS

For security reasons:

- Always reply using your secure messaging and not your personal messaging to ensure that the exchange of documents with LBS is completely secure;
- > The messages you send are not saved;
- > New recipients to your reply cannot be added;
- Your messages are kept in your secure messaging for a period of 30 days. Messages will then be deleted and no notice will be sent to you to this effect;
- Your password is valid for 90 days. A reminder email will be sent to you 15 days before it expires inviting you to choose a new password.

DO YOU HAVE ANY QUESTIONS? DON'T HESITATE TO CONTACT YOUR INVESTMENT ADVISOR OR YOUR CONTACT PERSON WITHIN LBS. THEY WILL BE PLEASED TO HELP YOU.



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• What is the Secure Messaging Tool and why should I use it?

It is a tool used by LBS to securely exchange personal, confidential and sensitive information with its clients and business partners. When an LBS employee must exchange confidential information by email (including personal information) and sensitive information, the Secure Messaging Tool will be used for the exchanges.

2. I need to send confidential information to an LBS employee. Should I use the Secure Messaging Tool or can I just use standard email?

Standard emails are not secure because they are not encrypted when sent to a recipient. The information may be intercepted and used by malicious parties.

If you need to send confidential information to an LBS employee, please ask them to initiate secure messaging with you. You will then be able to send your information from the Secure Messaging Tool in an encrypted email to the employee.

3. I forgot my password. How can I get it back?

By clicking on "forgot password", a password reset message will be sent to your email address. Follow the instructions to reset your password.

If you do not receive the password reset message, please check your Spam folder.

4• How can I reply to or forward a secure email to other recipients?

You can reply to all recipients of the original email or only to the sender. Only email transfers to LBS representatives are authorized.

5. How can I make sure it is a secure email and not a phishing attempt?

Only LBS employees will send you secure messages using the Secure Messaging Tool.

The message in your email with a link that leads to the platform looks like this:



If you suspect that the message you received is not authentic, do not respond to it and do not click on any link. Please contact your investment advisor or your contact person within LBS.

6. How can I change the language of the Secure Messaging Tool?

The language of the Secure Messaging Tool depends on the language of your web browser (Internet Explorer, Chrome, Safari, Firefox, etc.). If your web browser is in English, the language of the Secure Messaging Tool will be in English. So if you want to change the language of the Secure Messaging Tool from English to French or vice versa, please change the language settings of your browser.