










## A new Laurentian Bank Credit Card experience is now available

Your new Laurentian Bank credit card includes access to enhanced features that will give you greater freedom in managing your card and company account.

	Role	Card	Access Type	Emails
 <b>Primary Cardholder</b>	Sole Proprietor	Yes	Full Access	All notifications relating to company account
  <b>Surety</b>	Signatory	Yes	Full Access	All notifications relating to company account
  <b>Admin 1</b>	Signatories	Yes	Full Access	All notifications relating to company account
 <b>Admin 2</b>	Other (e.g. an accountant)	May or may not	Read Only Access	Some notifications relating to company account
 <b>Cardholder</b>	Employee/ Auth User	Yes	Own Card Access	All notifications relating to their card
 <b>Primary Contact</b>	If paper statements are selected for the company, they will be addressed to the Primary Contact for the organization		The Primary Contact for the company will also be an Admin (either Level 1 or Level 2)	

 Surety must be an account signatory

Many of these features were not previously available through LBCDirect, and it is important to become familiar with the different roles to help you get the most out of the new digital experience.

<p><b>If you are the signatory of the account, you will be a primary cardholder or a Level 1 Administrator.</b></p>	<p><b>Level 2 Administrators receive read-only access to the company account information. As an example, you may choose to add your business accountant as a Level 2 Administrator.</b></p>	<p><b>Authorized Users are Cardholders who can view and manage their own card but do not see information relating to the company account.</b></p>
<p><b>As a Level 1 Administrator, you are able to:</b></p>	<p><b>Level 2 Administrators are able to:</b></p>	<p><b>Authorized Users are able to:</b></p>
<ul style="list-style-type: none"> <li>• View all Authorized Users in the company</li> <li>• See the company’s Account Balance</li> <li>• See Credit Limit and available credit</li> <li>• View and download monthly Account Statements</li> <li>• Make a payment</li> <li>• View your rewards balance (points or cashback)</li> <li>• View inCard and eShop offers</li> <li>• Update company information</li> <li>• View your and your Authorized Users’ transactions</li> <li>• Change Authorized Users’ Spend Limits</li> <li>• Lock/unlock your card or Authorized Users’ cards</li> <li>• Change your PIN</li> <li>• Manage notifications that you receive about Authorized Users</li> <li>• Manage payment and Credit Limit notifications</li> <li>• Add and manage travel notices</li> <li>• Update your personal information and that of Authorized Users.</li> <li>• Report your or an Authorized User’s card as lost or stolen</li> <li>• If you are a Cardholder, access your digital card and activate your physical card</li> <li>• View your card details and those of Authorized Users</li> </ul>	<ul style="list-style-type: none"> <li>• View all other Authorized Users in the company</li> <li>• View the company’s Account Balance, Credit Limit and available credit</li> <li>• View transactions</li> <li>• View and download monthly Account Statements</li> <li>• Manage notifications received</li> <li>• View rewards balance (points or cashback)</li> <li>• View inCard and eShop offers</li> </ul>	<ul style="list-style-type: none"> <li>• View their card’s transactions and available Spend Limit</li> <li>• View inCard and eShop offers</li> <li>• Lock/unlock their card</li> <li>• Change their PIN</li> <li>• Manage their purchase notifications for their card</li> <li>• Manage travel notices</li> <li>• Update personal information</li> <li>• Report a card as lost or stolen</li> <li>• Activate physical card and access digital card for online purchases</li> <li>• View card details</li> </ul>

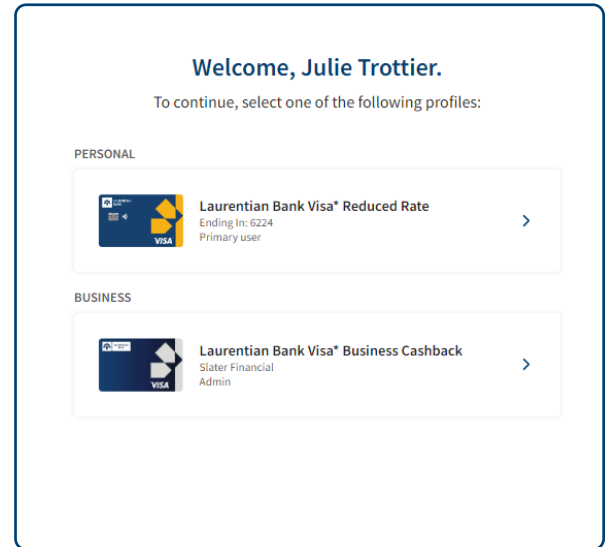
## How to Access Multiple Roles, Accounts or Cards

You will be able to view any profiles or cards that you have across Business credit card accounts or across Business and Personal credit card accounts under a single email address. This email address is used to access the Credit Card Login.

You will be able to activate each of these roles through emails you receive prompting you to create credentials and access one or more profiles within the Credit Card Login.

Once you have logged in, you will see a list of all profiles or cards that are associated with that email address and you can select which you would like to view.

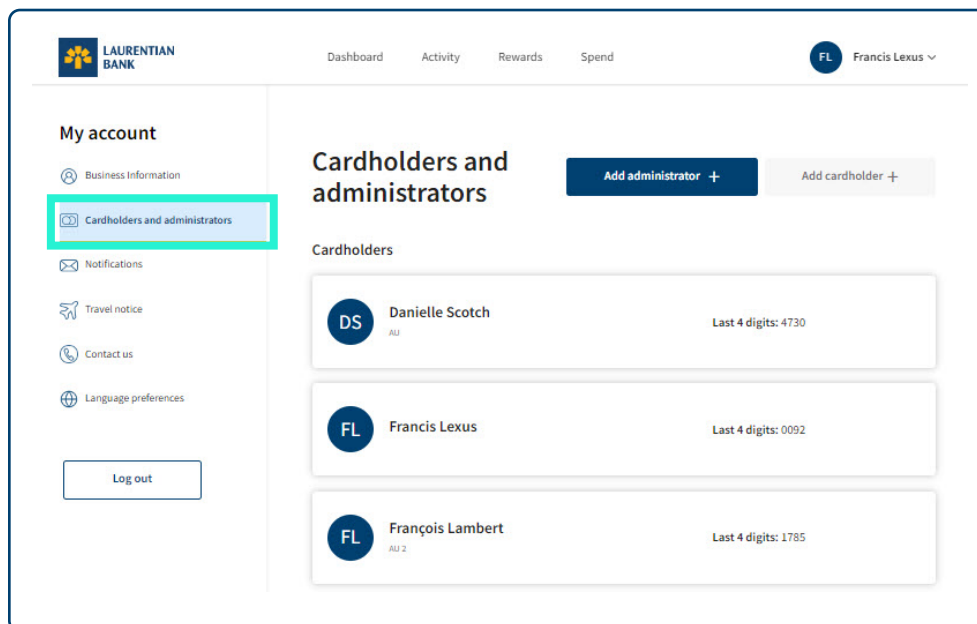
You can change the email address or password associated with any of your profiles or cards at any time within the Credit Card Login.



## How to View or Modify Users and Roles in Your Online Account

### View Users:

If you are a signatory and have Administrator access, you can log into your online account and view the full list of users for the company account.



## Add or Remove Users:

- If you are a signatory to the account, and therefore a Level 1 Administrator, you can add or remove a Level 2 Administrator at any time in your online account.
- If you would like to add or remove an Authorized User (cardholder) or another Level 1 Administrator, please contact us at 1-800-522-1846 or your business centre coordinator and we would be happy to assist.

Add administrator (Step 1 of 2)

All fields are required unless marked as optional.

First name \*

Last name \*

Date of birth \*

Day  Month  Year

Language setting \*

Select a preferred language

Email \*

Example: hello@example.com

Mobile phone (Canada only) \*

Example: 1234567890

Job title \*

Next

## Add or Change Your Company's Primary Contact:

LAURENTIAN BANK

Dashboard Activity Rewards Spend Francis Levesé

My account

Business information

LA MILAN

Business information

Current address  
3855 Austin Avenue  
Burnaby, BC  
V5J2M4 [Edit](#)

Industry [Edit](#)

Business annual income  
\$0 [Edit](#)

Primary contact information

Name  
Stephanie Gordon [Edit](#)

Email  
sgordon@yourapide.com

- Your company's Primary Contact is the person to whom statements or other physical correspondence to the company will be addressed and must always be a user with either Level 1 or Level 2 Administrator access.
- Account signatories can view or change the Primary Contact for the company at any time.

## Need Help?



For more information on your new Laurentian Bank Visa\* credit card, visit [www.laurentianbank.ca/businesscardexperience](http://www.laurentianbank.ca/businesscardexperience).



For additional support, please contact the Telebanking Centre at 1-800-522-1846 or your business centre coordinator.

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Capitalized terms not defined in this page have the meaning ascribed to them in the Agreement Governing the Use of the Laurentian Bank Visa\* Business Card, as updated.