

Frequently Asked Questions (FAQs)

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About your new credit card

1. Why is my credit card changing?

We're providing our Laurentian Bank customers a more rewarding credit card experience. Your new credit card comes with a refreshed look and access to an enhanced rewards program as well as exciting new digital features to help you track your spending and manage your card.

2. Will I receive a new credit card?

Yes, you'll be receiving a new card in the mail (if you haven't already). This card will have a new account number and expiry date. If you have not received your card by the end of August, please contact us.

3. When will I receive my new Laurentian Bank Visa Credit Card?

While we're working on the finishing touches for the exciting new credit card program, dates previously communicated within your letter have changed. Your existing card will remain active so you can continue to enjoy all its features and benefits and use the card to make purchases or transactions. You should receive your new card by late Summer 2023.

4. Will my credit card number and expiry date change?

Yes, your new Laurentian Bank credit card will have a new account number and expiry date.

5. What are some of the new digital features I will have access to with my new Laurentian Bank Visa Card?

Through your online account access, you can enjoy many great features to manage your account:

- Instantly lock and unlock your card and block online or foreign transactions
- Through real time purchase notifications, know the moment your card is used to make a purchase. You can easily turn these notifications on and off at any time.
- Track your purchases and support your financial goals with the new budget tool. You can even be notified if you're approaching or exceeding spend limits.
- Set up an instalment plan, request a credit limit increase, add an authorized user and much more.

Log in to your Credit Card Login through laurentianbank.ca/visa to discover all the great new features.

6. What happens to my existing cashback or points?

Your existing cashback or points will automatically be converted at equal value to Laurentian Rewards. It can take up to 5 business days for your existing cashback or points to be visible on the new portal. Once these are visible on your Credit Card Login, you can exchange your cashback or points. You'll be able to put the cashback or points towards your credit card balance or choose to apply it against a specific transaction. You can use as little or as much of your rewards balance as you like. Please note that once your existing credit card has been converted to the new Laurentian Bank Visa Card, you can no longer redeem points for gift certificates, Laurentian Bank investment cheques and merchandise from the Reward Zone. If you wish to use your points for these items, please visit the Reward Zone prior to the activation of your new card.

- 7. How will my current balance and transactions be transferred to my new account when I activate my new card?**
Upon card activation, your account balance on the previous day will be transferred to your new account. This balance includes all transactions that were posted to your account prior to the activation of your new card. Transactions that were completed with your old card but were not posted to your account before your new card was activated will then be transferred to your new account daily. The last four (4) digits of your old card will be included in the transaction description for all the transactions posted to your new account but that were completed with your old card.
- 8. Will my payment due date stay the same?**
Your due date and the date you receive your statement may change slightly. When you receive your statement, please check the due date.

Activating your new credit card

- 9. How do I activate my card online?**
Activate your card through the QR code provided on the letter with your new card or visit our [activation page](#). For QR code activation, simply use the camera on your mobile device to scan the QR code and follow the instructions provided. For additional support, access the [Activation Guide](#).
- 10. Can I activate by phone?**
Yes, you can via our direct activation line at 1-866-960-4120.

Changing your PIN

- 11. Will the PIN from my current card still work?**
No, when you activate your new card, you will be asked to create a new 4-digit PIN. Avoid using 4 consecutive numbers such as “0000” or easy to guess PINs like “1234” as the system will not accept it.

Using my card for the first time

- 12. I received my new card and selected a new PIN. What will happen when I use my card for the first time?**
The first time you make a purchase in store, you will need to sync your new PIN to your card. To do so, insert your card into the payment terminal and enter your new 4-digit PIN. You will be asked to enter your new PIN three to four times. Each time you enter your PIN, the message “incorrect/invalid PIN” will appear. Don’t worry, this is meant to happen. After your third/fourth and final attempt, wait for a transaction approval. Your PIN will be synced to your card and you can continue to use your card as usual.

Credit Card Login

13. I activated my new card via the automated telephone service. How can I create my Credit Card Login to access and manage my account online?

If you have activated your new card by telephone, you can create your online Credit Card Login by visiting the [Activate your card or online access](#) page. When you create your online Credit Card Login credentials, you will be asked to select your 4-digit PIN, this is normal. At this point, you can either input the 4-digit PIN initially selected when activating your card over the phone or you can modify it if you prefer.

What will I be able to see on the new credit card platform?

14. When will I be able to see my credit card account balance, points and cashback balance on my new Credit Card Login?

It can take up to up to five business days to see your account balance when you login to your new online account.

15. Will I be able to see transactions made with my old card in my online Credit Card Login?

Yes, you will be able to see transactions made with your old card prior to the activation of your new card. To see these transactions, go to the “Activities” section under the “Transactions” tab. You will be able to see transactions made with your old card as far back as July 2022, if applicable.

16. I share an email address with another credit cardholder. Will we both be able to use the same email address to access our credit card information in the new Credit Card Login?

No. Each cardholder will need to provide their own email address to create an online Credit Card Login access. It will not be possible to share an email address to access each individual’s Credit Card Login.

17. I have more than one credit card with Laurentian Bank, will I be able to see them both within my new Credit Card Login?

This functionality is not currently available but will be a feature in the near future. In the meantime, you will need to access each of your credit card accounts separately, using different email addresses.

18. Can I still access my credit card information through LBCDirect and the mobile app?

You will see the last 4 digits of your new credit card and the previous day’s balance on [LBCDirect](#) and your mobile app. You’ll need to login to your credit card account to see your transactions, statements, manage your card and access Laurentian Rewards. To access your credit card login from LBCDirect, click “My Accounts” from the navigation, and then select “Credit Card Login”. This will direct you to your credit card login.

19. When will I be able to see my credit card and account balance on LBCDirect?

It can take up to five business days to see your account balance on LBCDirect.

Registering for online access

20. How do I register for my online credit card access, where I can manage my card and access Laurentian Rewards?

To start your registration, you will need to activate your card with the QR code provided on the letter you received with your new card. Simply use the camera on your mobile device to scan the QR code and follow the instructions provided. You can also visit our [activation page](#), or for step-by-step instructions, refer to our [Activation Guide](#). Follow the activation instructions to create a separate password for your credit card online access only. You can visit laurentianbank.ca/visa to access your account and Laurentian Rewards through the Credit Card Login option.

Making payments

21. How do I make an online payment to my new Laurentian Bank Visa Card?

You can easily make a payment to your credit card by adding it as a bill payee with your financial institution. If you're a Laurentian Bank customer, you can add your Laurentian Bank Visa Card as a bill payee on **LBCDirect** or your mobile app. Please note that the payment may take up to 5 business days to be posted to your credit card account.

22. What happens if I made a payment to my old credit card?

The payment will be transferred to your new card but might be delayed. Therefore, it is important for you to update your credit card information with your financial institution as soon as you receive your new card.

23. What will happen to my pre-authorized payments I have set up on my current credit card?

When you receive your new Laurentian Bank Visa card and activate it, we ask that you please contact all of the merchants with whom you have set up pre-authorized payments to update your new credit card number and expiration date. If you experience any issues, please reach out to our Contact Centre.

Email notifications

24. How can I manage the email notifications I receive when making transactions with my new card?

You can modify your preferences by logging into your credit card account online. At the top right-hand corner of the screen, select the drop-down menu under your name, access the "My Account" page, then select "Email Notifications". Use the toggle to turn your notifications on and off.

Statements

25. Where will I find old credit card statements produced (statements produced prior to activation)?

Estatements prior to November 2022 are no longer accessible via *LBCDirect*. If you require a copy of a statement, please reach out to our Contact Centre at 1-800-522-1846 for assistance. Note that a fee may apply when requesting previous copies of statements. Please visit our [website](#) for more information. Estatements generated after November 2022 up until you activate your new card will be available on *LBCDirect*.

26. Where will I find my new credit card statements?

You will find your new credit card statements on your Online Account Access in the “Activities” section under the “eStatements” tab. There you will be able to view all your statements following your card activation.

Authorized users

27. What is an authorized user and how can I add them to my account?

An authorized user is a person who has been added to a primary credit cardholder’s account. It can be anyone age 13 and up. They’ll receive a credit card with their name on it, linked to the primary cardholder’s account and credit limit. They’re able to use it to make purchases just like they would with their own card. The authorized user is not responsible for the debt, nor will they have any impacts to their credit bureau. The primary cardholder is responsible for making payments to the account and for the debt. As the primary cardholder, you can:

- Set and adjust the authorized user’s spending limits in real-time
- Track their spending with instant purchase notifications
- Lock their card or block foreign or online transactions instantly

You can add an authorized user and manage their card through your online credit card access.

28. I have an authorised user on my existing credit card account. Will they receive a new card and card number?

Yes, all cardholders will convert to the new Laurentian Bank Visa Cards and receive their new card individually and will be mailed to the existing address on file. Each cardholder will now have a unique card number and expiry date. This means you can now see transactions by unique cardholder on your statement and account.

29. I am the designated Primary cardholder of an account that is currently jointly held. When my new card is activated, will the authorized user’s card also be activated?

No. When you activate your new card, the authorized user’s card will not be activated. They will have to activate their new card after the primary cardholder’s card has been activated. They will then have to activate their account and select a new PIN as instructed in the card carrier received with their card.



30. I am the designated primary cardholder of an account that is currently jointly held. When my new card is activated, what will be the spending limit for the authorized user?

When you activate your new card, you will be able to set the new spend limit for authorized users on your account via your online account access. If you do not change the spend limit for authorized user on your account, the authorized user limit will be equivalent to the current limit on your account.

31. I have *Assur-Payment*[™] on my account and I have an authorized user. Will they also be covered?

No, authorized users are not covered by *Assur-Payment*.

Laurentian Bank Rewards, Points, InCard and eShop offers

32. Will I still be able to access Reward Zone?

The new Laurentian Bank Rewards will replace the Reward Zone. Once your existing credit card has been converted to the new Laurentian Bank Visa Card, you can no longer redeem points for gift certificates, Laurentian Bank Investment cheques and merchandise from the Reward Zone. If you wish to use your points for these items, please visit the Reward Zone prior to the activation of your new card.

33. How do I access Laurentian Bank Rewards?

Clients can access Laurentian Bank Rewards by logging into their credit card account through laurentianbank.ca/visa. Once you're logged in, you can view your rewards through the Dashboard or the Rewards tab.

34. What will the new Reward Program include?

It will give you access to an enhanced Laurentian Bank Rewards experience. Giving you access to hundreds of brands and unique merchant offers to get you earning faster. You can now redeem points/cashback towards your account balance or against a specific purchase- instant redemption

35. What are first-time bonus points? How do I qualify?

Merchant offers will vary and are noted under the Reward home page. Additional points may be awarded for first-time use of your Laurentian credit card at specific Merchants.

36. What are InCard offers?

Earn bonus rewards automatically and in real-time when you pay with your credit card. Pay online or in-store to earn bonus rewards. To be eligible for the Offer, you must use your Laurentian Bank credit card to make the purchase. Some offers do not apply to transactions made using mobile wallets. Offer details may change from time to time, without any notice. Offers may be amended, extended, or cancelled at any time without notice to you, including cancellation by the Merchant. Please ensure you visit the site regularly to see what's new.

37. What are eShop offers?

Earn more rewards by shopping online via eShop offers through Laurentian Rewards. To be eligible to earn Points with eShop, you must: (i) click the accompanying shopping link located on the eShop page to be directed to a retailer's website; and (ii) successfully complete a purchase while your session is active. Sessions are valid for **three (3)** hours from landing on the merchant's page. Only items added to



online shopping carts after a session begins may be eligible for the offer. Navigating to other websites after starting a session may void your eligibility. Offer details may change from time to time. Please ensure you visit the site regularly to see what's new.

38. How do I know how many points/cashback I have within my Credit Card Login?

You can find your points or cashback balance once you are logged into your Credit Card Login OR you can also find it on your statement.

39. Do I have to use my Laurentian Bank Credit card to earn rewards through eShops or InCard offers?

Yes, you must use your Laurentian Bank credit card at purchase, whether via eShops or InCard offers to earn points.

Instalment Plans

40. How do I set up an Instalment Plan?

Simply access your online credit card account, choose an eligible purchase and payment term along with a one-time set-up fee (excluding QC residents) and the corresponding annual interest rate tied to the plan. Once you create and accept the Instalment Plan Terms and Conditions, you cannot change it. Each Instalment Payment will be paid in fixed monthly payments and the first monthly Instalment Payment may be higher or lower than the other Instalment Plan monthly payments due to rounding.

41. When can I set up an Instalment Plan?

An Instalment Plan can only be set up during the same statement period in which the Eligible Purchase was posted and before your next statement period begins. After that, the Purchase is no longer eligible to be converted to an Instalment Plan. Once an Eligible Purchase is converted to an Instalment Plan and its activated and processed, the Instalment Plan will appear on your statement.

42. What is the minimum purchase amount I can instal?

The minimum purchase eligible for an Instalment plan is \$100 CAD (before taxes).

43. Are there fees for setting up an Instalment plan?

For residents outside of Quebec, a one-time Instalment Fee will apply. This fee will be disclosed to you before you create your Instalment Plan and will be charged in the first monthly credit card statement after the Instalment Plan is created. The fee will be included in your minimum payment as part of your total balance.

44. Where do I go to review my Instalment Plan(s)?

You can review your Instalment Plan details on your monthly statement or on your account dashboard available through your online Credit Card Login under the "Activities" page.

45. How do I know if a transaction is eligible for an Instalment Plan?

We will identify an Eligible Purchase that can be converted to an Instalment plan through your online Credit Card Login (restrictions apply).

46. Can I combine multiple purchases into one plan?

No, each Eligible Purchase requires you to create a new Instalment Plan.

47. Does setting up an Instalment Plan affect my credit rating?

No, Instalment Plan(s) do not change your credit rating. It's based on your existing available credit.

48. What happens if I return a purchase that I've converted to an Instalment Plan?

Credit from an Eligible Purchase return will be applied to your credit card balance but will not be considered payment toward your Instalment Plan.

49. Can I pay my Instalment Plan balance early?

You can always pay your balance in full on your eligible Card at any time even when you have an Instalment Plan. If you decide to pay the full amount of your Instalment Plan that is not yet due (or more than your current minimum instalment payment that is owed monthly under the Instalment Plan), that amount will be treated as a credit balance on your eligible Account. Paying the full amount of your Instalment Plan does not cancel your Instalment Plan.

You must cancel the Instalment Plan, otherwise you will see a credit balance on your eligible Account for the Instalment Plan that you have paid in full.

50. What happens if I miss a payment?

If we do not receive the Monthly Instalment Payment amount in full by the Payment Due Date, you will be considered to have a missed payment on account of a monthly instalment. If you miss one (1) payment, the monthly instalment due amount will be added to your Balance and will be subject to interest charges at the rate then applicable for Purchases, in accordance with the Summary. If you have two (2) consecutive missed Monthly Instalment Payments, the Instalment Plan will terminate and all deferred amounts (for all Eligible Purchases that are then participating in the Instalment Plan) will be added to your Balance and subject to interest charges at the rate then applicable for Purchases, in accordance with the Summary from the date of termination of the Instalment Plan. Can I change my Instalment Plan once I've set it up? No, you can't change an Instalment Plan once you set it up.

51. Can Laurentian Bank cancel my Instalment Plan?

We will cancel your Instalment Plan (even before it expires) immediately without prior notice if:

- your eligible Account is not in Good Standing
- your eligible Account is closed for any reason; or
- we may also cancel an Instalment Plan immediately for any other reason with or without notice (unless notice is required by law).

52. If I change my credit card to another product, can I transfer my Instalment Plan?

If you switch your eligible Card to another eligible Card that allows Instalment Plans to be set up, your current Instalment Plan will be moved to your new eligible Card and continue until the end of the Payment Period. If you switch your eligible Card to a non-eligible Card that does not allow Instalments, your plan will be cancelled (either by us or we may require you to cancel the Instalment Plan before we process your switch to the non-eligible Account), and your remaining outstanding balance under the Instalment Plan will be re-applied to the balance owing on your existing eligible credit Card.



53. If my Authorized User makes Eligible Purchases, can I set up Instalment Plans on those purchases?

Yes, only the Primary cardholder can instal an eligible purchase made by an Authorized user.

54. Can I create multiple Instalment Plans?

Yes, you can create multiple Instalment Plans. You must instal each Eligible Purchase separately and will incur a set up-fee (when applicable) per Instalment Plan.

55. Can I cancel my Instalment Plan? Is there a fee?

You can cancel an Instalment Plan anytime during the Payment Period by contacting us at 1-800-522-1846. If you cancel an Instalment Plan within three (3) months of the Enrollment Date and you don't have two (2) consecutive Missed Monthly Instalment Payments, the Instalment Fee will be fully refunded. If cancellation is three (3) months from Enrollment Date, or if there are two (2) consecutive Missed Monthly Instalment Payments, the Instalment Fee will not be refunded. Cancelling the Instalment Plan does not deflect full payment of the Eligible Purchase.

Authorized Payment Service (Autopay)

56. If my account is set up with Authorized Payment Service (Autopay), will my Authorized Payment Service follow to the new account?

Yes, your autopay set up will be applied to your new card.

57. I am enrolled in Authorized Payment Service, where can I consult the automatic payment information in my new online account access?

You can see all the information related to your Authorized Payment Service by cliquing on "AutoPay" in the "My Account" page of your Credit Card Login.

Insurance and balance protection insurance *Assur-Payment*

58. Is my insurance coverage changing?

If you currently have a Visa Black card, your insurance coverage will change. Please refer to your letter which outlines the impacts to your insurance coverage and to the insurance certificate in the documentation section at laurentianbank.ca/cardexperience for details.

59. I have life insurance associated with my Visa (for existing Line of credit cards) credit card. Will this insurance coverage continue?

Yes, your coverage will be continued on your new credit card and this includes authorized users on the account.



- 60. I have a credit card product which includes insurance such as travel/medical insurance, collision loss damage rental vehicle insurance, purchase protection and extended warranty. Will authorized users benefit from the insurance provided with my specific card product?**
Yes, authorized users who meet the eligibility criteria benefit from the insurance on the card.
- 61. If I have balance protection Insurance “Assur-Payment”, will this also follow to the new account?**
Yes, your Assur-payment protection will be applied to your new card.
- 62. I have Assur-Payment on my account and I see two charges associated with my Assur-payment fee, is this normal?**
Yes, this is normal. The first charge is associated with your premium fee and the second charge is associated to the provincial taxes applicable.

Balance transfers

- 63. I have current balance transfer promotions on my account, will these be transferred?**
Yes, your current balance transfer promotions will be applied to your new card. On your new statement, you'll see the outstanding amount of your balance transfer. For example, if your initial balance transfer amount was \$3,000 and you provided payment for \$1,000, only \$2,000 will be displayed on your new monthly statement at the same rate and term.
- 64. I completed a balance transfer at promotional rate but see this transaction processed twice on my account. Is this normal?**
Yes, this is normal. The first balance transfer is posted to your account at the regular annual interest rate applicable to your account. This balance transfer is then reversed and then a second balance transfer is applied at the promotional rate.

Welcome offers

- 65. My account was opened with a special Welcome offer. Will this welcome offer follow onto my new account?**
Yes, all special Welcome offers will be converted to your new account.

Mobile wallet

- 66. What Mobile Wallet can I add my credit card to?**
You can add your Laurentian Bank Visa credit card to  Apple Pay and  Google Pay.
- 67. How do I add my credit card to a mobile wallet?**
On your preferred device (Apple phone, Google phone, etc.), open the mobile wallet app or 10 payment app to initiate adding your credit card to the wallet. Insert your credit card details into the wallet or payment app and click on continue. Accept the terms and conditions,



after which you will receive a one-time passcode that you will insert into the wallet app or payment app when prompted. You can then begin using your card on Apple Pay  and Google Pay .

Visa cheques

68. Will I be able to order new Visa cheques and use my existing ones?

Visa cheques will no longer be in use once your card is converted to the new Laurentian Bank credit card. You can no longer order Visa cheques and your existing ones will not be valid with your new credit card.

69. Will I have access to Visa cheques for Balance Transfers?

Visa cheques will no longer be in use. You can now conveniently request a balance transfer through your [Credit Card Login](#).

Closed accounts

70. What happens if my account is closed but I have an outstanding balance?

Your account and outstanding balance will be converted and you will receive a statement with a new look and will include your new account number. You will have to update you bill payee information with the new account number in order to ensure a seamless payment experience.

71. Will I continue to receive an electronic statement if my account is closed?

All clients with a closed account will receive a paper statement going forward until their payment is made in full.

Quasi-Cash Transactions

72. I made a purchase for lottery ticket or a transaction on a gaming site and have been charged a \$3.50 fee and interest, is this normal?

Yes, purchases or transactions where the product or item is representative of actual cash such as lottery tickets, casino gaming chips and off-track betting are defined as "Quasi-Cash Transactions" and are considered as cash advance transactions and therefore are subject to fees and interest applicable to cash advance transactions.