



Transcript: Welcome to the New LBCDirect

[♪ Music plays. ♪]

[Animated graphics form the yellow Laurentian Bank logo.]

[Zoom out reveals a desktop monitor with the Laurentian Bank logo.]

Welcome to the new LBCDirect.

[Desktop monitor is replaced by a tablet, a laptop and a mobile phone on a desk. Each device displays the new LBCDirect home page.]

Our improved online banking experience that makes it easy for you to do your everyday banking. The refreshed design is consistent across all our secured banking platforms, including desktop, mobile, and tablet.

[The desk is replaced by a desktop, a mobile phone and a tablet; all display the Laurentian Bank logo.]

Let's get started. Log in to your account on LBCDirect.

[A desktop screen displays the login page. Access code and password are entered. Then, the "Log in" button is selected.]

Enter your access code and password. Then, select "LOG IN".

[Screen changes to the new home page design. The accounts summary page is highlighted.]

On the Home page, you'll find a summary of all your accounts, with a snapshot of your account information including account balances.

[The navigation bar is highlighted.]

On the desktop, the navigation bar is now located on the side of the page. When you select a tab on the main menu, you'll open a sub-menu with specific features.

[The "My Accounts" tab is highlighted, and then the sub-menu.]

There are also brand new icons for the six most used banking features:

[Each of the six icons are highlighted.]

My Accounts, Pay Bills, Transfers, Request Forms, Messages and My Profile. Next to your account balance, we've added a new menu called "Actions".

[The Actions icon is highlighted.]

There are different actions, depending on the type of accounts you have. For example, the actions for a chequing account include View account activity, Transfer money, Pay bills and Send money.

[The chequing account actions are highlighted, then the sub-menu: View Account Activity, Transfer Money, Pay Bills and Send Money.]

On the Home page, we've also added two new quick links for Scheduled Bill Payments and Scheduled Transfers.

[Scheduled Bill Payments and Scheduled Transfers sections are highlighted.]

They provide previews and give you quick access to the full details.

[The Help icon is highlighted.]

Got questions? We have answers. Select the help icon. Find answers to frequently asked questions and helpful tips to get you back to banking.

[The breadcrumb navigation bar is highlighted. Cursor points to the "Home" link, and then to the Laurentian Bank logo.]

Want to return to the previous page? Use the breadcrumb links. To return to the home page, simply select "Home", or the Laurentian Bank logo.

[The "Sign out" button is highlighted. The cursor selects the sign out button, then the login page is displayed.]

When you're done, be sure to log out of your account. Select "SIGN OUT".

[The screen is replaced by the Laurentian Bank logo.]

We hope you enjoy our brand new *LBCDirect*. Thanks for banking with us.

[Desktop disappears. The tag line "Seeing beyond numbers™" appears, followed by the Laurentian Bank logo, URL and legal fine print.]

[laurentianbank.ca

LBCDirect and the Laurentian Bank mobile app are only intended to be used by individuals who reside in Canada and have active *LBCDirect* accounts, active chequing and savings accounts, or a credit card, with the Laurentian Bank of Canada, using a support, internet-enabled device. For more information regarding terms and conditions that may apply (including more information regarding our Security Guarantee), please read our Online Services & Mobile App Agreement here: laurentianbank.ca/personalbanking/useragreement.

For full details regarding privacy and security, please see our Security & Privacy Statement here: laurentianbank.ca/privacystatement]

[♪ Music stops. ♪]