



Transcript: Biometric Authentication

[♪ Music plays. ♪]

[Animated graphics appear to form the Laurentian Bank logo.]

[Camera zooms out to reveal the logo on the mobile device screen. Next to mobile device, a still of a young woman appears.]

Signing in to Laurentian Bank's mobile app is made easy with biometric authentication.

[The mobile device stays on screen, and the young woman disappears. Screen on the mobile device displays the Laurentian Bank mobile app login page.]

This faster and safer authentication method uses your registered fingerprint and face scan on your mobile device to sign in.

Once enabled, you no longer need to use your LBC*Direct* password to log in.

Before we begin, you will need to have your fingerprint and face scan already registered on your device.

Next, you will need to have a saved login profile. You can do this by selecting “Remember Me” at the login page.

[“Remember Me” checkbox is selected. The “Login Profile Name” field and instructional copy also appears. Screen changes to the mobile app’s home page.]

To start, click on “Settings” on the home page. A new screen will display all settings options to personalize the app.

[“Settings” tab is selected. Settings page opens and displays all options.]

For iOS users, tap “Face or Touch ID” and for Android users, tap on Biometric Setup to enable this feature.

[On the iOS screen, “Face or Touch ID Setup” tile is highlighted. Screen changes to an Android screen and “Biometric Setup” tile is highlighted.]

Please read the agreement and activate this feature only if the fingerprint and face scan saved belong to you.

[Screen changes to display the biometric authentication agreement.]

Select “Accept” to agree with the terms and conditions.

[“Accept” button is selected. Biometric Setup page opens. “Biometric Login” toggle button is turned on.]



Tap on the toggle button to enable login using biometric security features.

A pop-up message appears to confirm selection. Press “Continue” to proceed with the next step.

[“Enable Biometric Login” pop-up message appears on screen. “Continue” button is selected.]

For the last step, enter your LBC*Direct* password, then select “Continue” to save.

[Screen changes to the Biometric Setup page. “Continue” button is selected.]

For iOS users, you will be redirected back to the previous page, and the enabled toggle button shows that biometric authentication has been successfully saved.

[Screen goes back to the Biometric Setup page. Biometric Login toggle button is highlighted.]

The next time you log in, you will need to click “OK” to allow the app to use Face and Touch ID.

[Screen changes to the home page with a pop-up message. “OK” button is selected.]

For Android users, you will need to scan your fingerprint or face to complete setup.

[Screen changes to the fingerprint scan page on an Android device.]

Then, you will be redirected back to the previous page where you’ll see that the enabled toggle button shows that biometric authentication has been successfully saved.

[Screen changes to the Biometric Setup page. Biometric Login toggle button is highlighted.]

The next time you go to log in to the app, you will have the ability to do so using the selected biometric authentication method you set up, whether that’s fingerprint or face recognition technology.

[Screen changes to the Biometric Authentication pop-up.]

[Mobile device disappears. The header “Laurentian Bank mobile app” appears, followed by the Laurentian Bank logo, URL and legal fine print.]

[laurentianbank.ca/mobileapp

The Laurentian Bank mobile app is only intended to be used by individuals who reside in Canada and have active LBC*Direct* accounts, active chequing or 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. ♪]