

Questions and Answers – New *Interac Flash*® card

July 12, 2022

Q.1: What is *Interac Flash*®?

"Flash" technology is a feature of the new Laurentian Bank debit cards. This technology allows you to make contactless purchases. In other words, you can now make a payment at a merchant without even having to insert your card into the terminal and enter your PIN.

General Information on the Bank's *Interac Flash*® Debit Card Deployment

Q.2: Will the new *Interac Flash*® card be automatically sent to me?

No, but if you wish to, you can request one. Otherwise, the new card will be offered when opening an account or when a card needs to be replaced.

Q.3: How can I tell if a card is "Flash" enabled?

Flash-enabled cards are identified by the *Interac Flash* logo.)))



Information Regarding Debit Accounts and First Time Use of the *Interac Flash*® Card

Q.4: How can I obtain my new debit card?

Received in-branch:

When you receive a debit card at a branch, our team can easily confirm your identity. Therefore, we can hand you an activated card with which you can immediately make transactions. However, to activate the *Interac Flash*® contactless payment feature, you must first complete an initial PIN-debit transaction. This step is one of the ways our team can confirm that the customer attempting the transaction is the legitimate cardholder. This transaction can be done at a merchant location with a point of sale terminal or at a Laurentian Bank or The Exchange ABM. Once activated, the contactless feature is available for future transactions at a merchant.

Received by Mail:

As a security measure, when a new debit card is sent to you, it is inactive. Please refer to the procedure sent with your card. For any questions, you can contact the Telebanking Centre by dialling 1-800-252-1846, 7 days a week, from 8 a.m. to 8 p.m.

Once the card is activated, the *Interac Flash*® contactless payment feature must also be activated. To do so, you must first make an initial PIN-debit transaction. This step is one of the ways our team can confirm that the customer attempting the transaction is the legitimate cardholder. This transaction can be done at a merchant location with a point of sale terminal or at a Laurentian Bank or The Exchange ABM. Once activated, the contactless feature is available for future transactions at a merchant.

Q.5: Does my PIN change when I get a new debit card?

Yes, since each card comes with its own PIN. However, if you wish to change your PIN, you can do so at any Laurentian Bank ABM or at one of The Exchange ABM.

Q.6: Are the banking fees the same for the *Interac Flash*® Debit card as for the old debit card?

Yes, they are the same. There is no additional fee for using a Flash debit card. However, if your transactional habits change after adopting the contactless debit card, it would be important to review your banking package with us, by calling the Telebanking Centre at 1-800-252-1846, 7 days a week, from 8 a.m. to 8 p.m.



Information on the Daily Use of the *Interac Flash*® Card

Q.7: How can I use the *Interac*® Flash technology?

You must complete the 3 following steps to use your *Interac*® Flash debit card:

1. Confirm that the merchant's terminal accepts contactless transactions by looking for the *Interac Flash*® or contactless payment logo on the terminal.
2. Approach the card to the secure reader.
3. Wait for the payment approval message. Once it appears, it means that the transaction has been successfully completed!

Q.8: Is it safe to use the «Flash» feature?

At Laurentian Bank, the security of our customers is one of our primary concerns. That's why we have chosen a trustworthy technology. Each card is equipped with an EMV chip to detect fraudulent transactions.

We have also put measures in place to limit the risks of fraud. A single contactless card transaction cannot exceed \$250 CAD. In addition, we have limited the amount of cumulative contactless spending to \$500 CAD per day. Once this limit is reached, you will have to insert your card and enter your PIN to complete the transaction. This step is one of the ways our team can confirm that the customer attempting the transaction is the legitimate cardholder.

Q.9: What are the purchase limits with a debit card?

The purchase limit can vary. You can contact the Telebanking Centre by dialling 1-800-252-1846, 7 days a week, from 8 a.m. to 8 p.m., to obtain this information.

For security reasons, the limit for *Interac Flash*® contactless payment is \$250 CAD per transaction. However, a merchant may choose to set the limit at a lower amount than that determined by Laurentian Bank. Please also note that you may be required to enter your PIN during a transaction for fraud prevention purposes or to reset the daily limit.

Q.10: What should I do when my contactless payment transaction is declined?

If you attempt to use contactless technology and the transaction is declined, you should try to make a PIN-debit transaction. For the following transaction, you can then start using the contactless payment features again.

Q.11: Is the «Flash» function available in the United States?

No, this function is not currently available. It should also be noted that, currently, no point of sale terminal transactions can be made in a foreign country, including the United States with a Laurentian Bank debit card.

Other information about *Interac Flash*® Card

Q.12: What should I do if my bank card is lost or stolen?

In case of loss or theft, you must contact the Telebanking Centre as soon as possible.

The Telebanking Centre is active 24 hours a day, 7 days a week. You can reach the Centre by calling 514-252-1846 in Montreal or 1-800-252-1846 from anywhere else in Canada.

Q.13: Can I stop using the contactless payment feature?

At any time, you can decide to deactivate the Flash function on your card. To do so, you must call the Telebanking Centre. You can reach it 7 days a week, from 8 a.m. to 8 p.m. by dialling 514-252-1846 in Montreal or 1-800-252-1846 from anywhere else in Canada.

Q.14: If I have forgotten my PIN. How do I get a new one?

To replace the PIN, you must contact the Telebanking Centre between 8 a.m. and 8 p.m. by dialling 514-252-1846 in Montreal or 1-800-252-1846 from anywhere else in Canada.

Q.15: Can *Interac*® Flash debit cardholders use the contactless payment feature on public transit?

Currently, it is not possible to do so. However, we are working to make this feature available.

