

OUR ELECTRONIC SERVICES ONLINE

# **LBCDirect** **Business**



**LAURENTIAN  
BANK**

Seeing beyond numbers.™

Check the balance in your accounts and on your Laurentian Bank Visa\* Business credit card or any other banking products, anytime and as often as you want. **It's easy and convenient with LBCDirect Business Internet Banking Services!**

Once you sign up, you can perform actions, such as view your transaction history and make transfers from your various bank accounts.<sup>1</sup>



## Securely manage your finances

Laurentian Bank has rigorous security measures in place, including:

- 2048-bit encryption for online transactions;
- 2-factor authentication feature to confirm that you are the person trying to log in to your account;
- Online session interruption after 10 minutes of inactivity;
- Monitoring of unusual transactions;
- Along with various other means to ensure the confidentiality of your information.<sup>2</sup>

## LBCDirect Business services are:

- Convenient;
- Economical;
- Secure;
- Easy to use;
- Available at any time, from anywhere!

*Monthly fees: \$6.95 (waived if you have a Business plan).*

## Two types of access available:

- Informational access;
- Transactional access.<sup>3</sup>

This is very practical if you have authorized users on the accounts who are not permitted to make transactions—you can give them informational access only. The company's authorized signatory delegates access to users. It will then be created by a member of our team.

*Please note that authorized signatories acting jointly with one or more other persons must have informational access only, unless they obtain a resolution authorizing us to issue a transactional access.*

## Access your accounts and carry out your banking transactions 24/7



Online

LBCDirect Business is available on desktop, mobile and tablet browsers. LBCDirect Business will adjust to the screen size of all your devices.

## You would like to subscribe?



Call **514-252-1846** or **1-800-252-1846** (toll-free) right now to get your unique access codes.



Drop by a branch location.




















Contact the coordinator at your Business Centre.



# Your day-to-day banking transactions<sup>4</sup> on LBCDirect Business!

The following banking transactions are available on LBCDirect<sup>†</sup> Business depending on your access type.

 Online

	Informational access	Transactional access
View your current bills		
Government tax returns and remittances	—	
Assign informational or transactional access to various representatives of your company	—	 (authorized signatory)
Access your account transaction history		
Pay bills	—	
Transfer your transaction history to financial management software (e.g. Quickbooks, Acoma)		
Check the balance of your Laurentian Bank Visa card		
Check your account balance		
Check the balance of your mortgage, commercial loan, line of credit and other investment products		
Transfer between your Laurentian Bank accounts	—	
Interac e-Transfer <sup>®5,6</sup>	—	
View your various statements* (Bank, line of credit)		

\* Loan statements are not available in LBCDirect Business. You will receive a paper statement instead. For banking statements, if your business receives paper statements with remitted cheques, you can view your monthly transactions by using the historical transaction functionality within LBCDirect Business.


† Some transactions can be carried out through the LBCDirect Business phone service. To enable this, the authorized signatory must contact us to make an access request.


LBCDirect Business is available on desktop, mobile and tablet browsers. LBCDirect Business will adjust to the screen size of all your devices.




# My accounts

## Summary


Dernière session :Bienvenue🔔SIGN OUT ↗




My Accounts




Pay Bills




Transfers



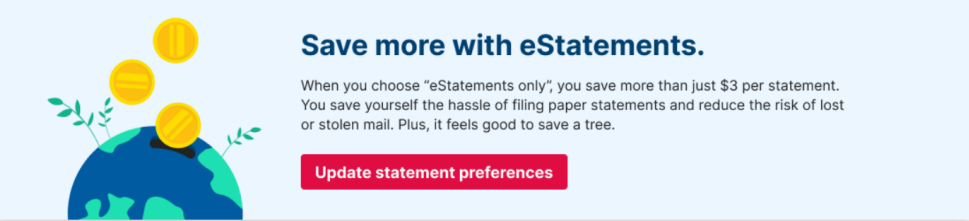
Request Forms



Messages



My Profile



**Save more with eStatements.**

When you choose "eStatements only", you save more than just \$3 per statement. You save yourself the hassle of filing paper statements and reduce the risk of lost or stolen mail. Plus, it feels good to save a tree.

[Update statement preferences](#)

Home > My Accounts > Summary

### Summary ?

Bank Accounts	Balance	Actions
Compte Courant	\$(3,810,233.44)	⋮
Compte Courant	\$401.88	⋮
Compte Courant	\$327.95	⋮
Compte Courant	\$701.10	⋮
Compte Courant	\$3,312.55	⋮
Compte Courant	\$778.21	⋮
Compte Courant	\$0.00	⋮
Total	\$(3,804,711.75)	

US Funds Account	Balance	Actions
Quotidien plus US	\$(200,175.00)	⋮
Total	\$(200,175.00)	

Lines of Credit

### Scheduled Bill Payments >

No Scheduled Payments are currently programmed.

### Scheduled Transfers >

No Scheduled Transfers are currently programmed.



Your financial picture at a glance.



# My accounts

## Transaction history

Search by:

- Date
- Type of transaction
- Description
- Amount
- Confirmation number
- Cheque number

The screenshot displays the Laurentian Bank My Accounts Transaction History page. At the top, the Laurentian Bank logo is on the left, and 'Welcome' with a 'SIGN OUT' button is on the right. The breadcrumb trail is 'Home > My Accounts > Transaction History'. The page title is 'Transaction History'. A message states: 'Some products offer less than 24 months of online available data. In this case, all available history is displayed.' The current balance is \$(3,743,702.61). There are links for 'Show more account details' and 'Download a void cheque'. The search section includes a 'From Account' dropdown set to 'Current Account [Balance: \$(3,743,702.61)]'. Under 'By Date', there are 'From' and 'To' date pickers. Under 'By Month', there is a dropdown menu. An 'Advanced Options' section is partially visible. A search dropdown menu is open, showing the following options: 'All items', 'Deposits', 'Withdrawals', 'Cheques', 'Bill Payments', 'Search by Description', 'Search by Amount', 'Search by Cheque Number', and 'Search by Confirmation Number'.



# 2-Step Verification

2-step verification adds an extra layer of protection to your account by confirming that you're the person logging in and completing a transaction or update with a unique verification code sent to your mobile phone or email.

## Completing 2-step verification

1. Select the method by which you wish to receive the 6-digit verification code (text message or email).
2. Click on **Send code**.
3. Enter the 6-digit verification code received via the selected method.\*
4. Click on **Continue**.



**You won't need to use 2-step verification every time you log in or complete a transaction.**

There are certain triggers and security checks we employ to determine when you should be prompted with 2-step verification.

### Next, we'll send you a verification code.

For added security, you'll be getting a 6-digit verification code.  
How do you want to receive it?

1

TEXT MESSAGE (RECOMMENDED)

Send the 6-digit verification code to mobile phone number \*\*\*\*\*3508.

EMAIL

Send the 6-digit verification code to **gj\*\*\*\*\*ng@\*\*\*\*\*.com**.

CANCEL

SEND CODE

2

### Enter Verification Code

Please enter the verification code that was sent to phone number \*\*\*\*\*3508. If this is no longer the correct phone number, please contact Laurentian Bank.

3

VERIFICATION CODE

275280

Didn't receive a code? We can send a new verification code

CANCEL

CONTINUE

4

\* Wait a few minutes to receive the verification code. If you still haven't received a code at the mobile phone number or email address that you used to enrol in 2-step verification, we can resend the code. Select "**New verification code**".

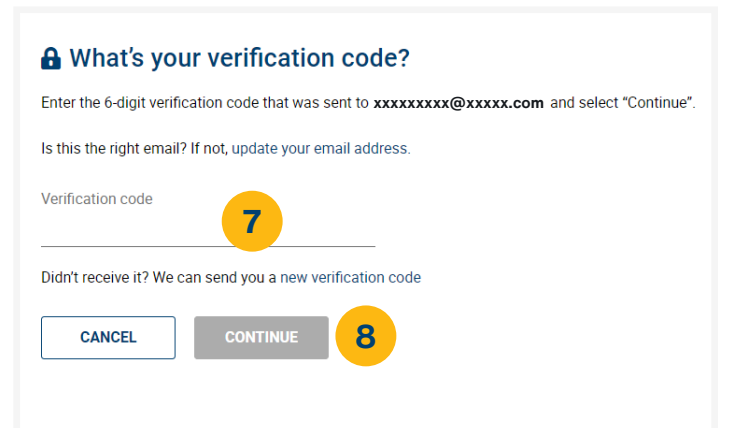
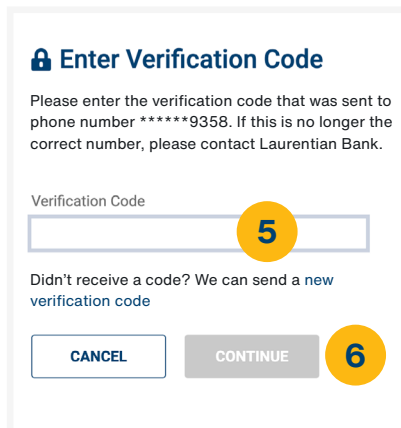
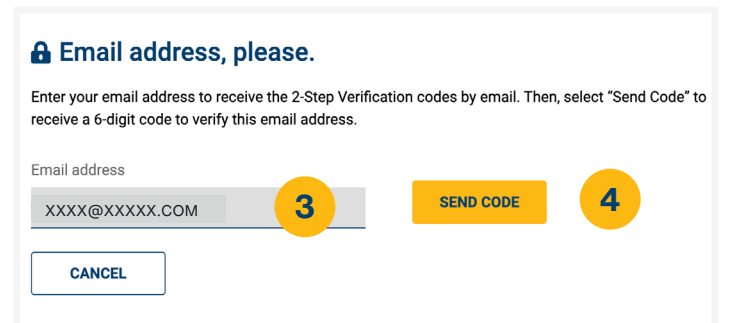
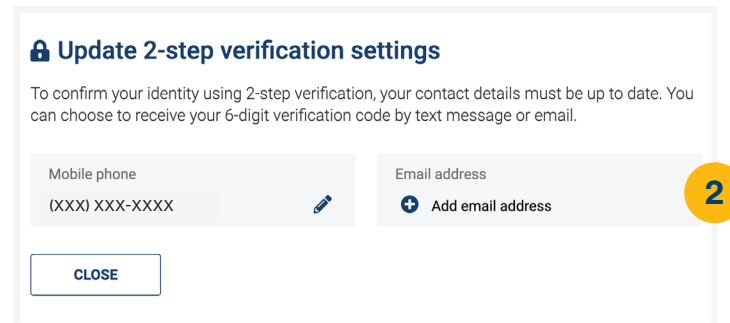
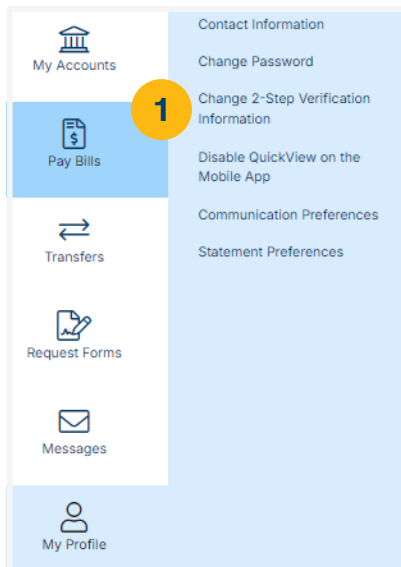


# 2-Step Verification

The first time you log in to *LBCDirect*, you'll be prompted to set up 2-step verification on the login page. You can then modify your contact information at any time by logging on *LBCDirect*.

## Changing 2-step verification information

1. Select **My Profile**. Then, from the sub-menu, select **Change 2-Step Verification Information**.
2. Select the contact information you wish to add or update.
3. Enter the mobile phone number or email address you wish to register via the method you chose on the previous step.
4. Click on **Send code**.
5. Enter the 6-digit verification code received via your valid contact method.
6. Click on **Continue**.
7. Enter the 6-digit verification code received via the contact method you wish to add or update.
8. Click on **Continue**.



# Bill payments

The functions are easy to use and offer many possibilities. You can set payments to be carried out the same day,<sup>7</sup> on a recurring basis, or at a later date.

## Making a payment

1. Select the account from which the funds will be drawn.
2. Select the payee that will receive the payment. If the payee doesn't already have a reference number associated with it, enter the invoice number.
3. Enter the amount to be paid.
4. Select the payment date (immediate or postdated).
5. Click on **Pay Bills** to complete the transaction.<sup>8</sup>

The screenshot shows the Laurentian Bank online banking interface for Bill Payments. The page title is "Bill Payments" and the breadcrumb trail is "Home > Pay Bills > Bill Payments". The left sidebar contains navigation options: My Accounts, Pay Bills (highlighted), Transfers, Request Forms, Messages, and My Profile. The main content area includes a "Make Payment" section with a dropdown menu for "From Account" (set to "Current Account" with a balance of \$334.95) and a checkbox for "Set as default account for bill payments". Below this is a table with columns for "To", "Account", "Amount", and "Date" (dd/mm/yyyy). The table lists three payees: "BELL TV - BUSINESS ACCOUNTS", "HYDRO QUEBEC", and "LAURENTIAN BANK VISA". At the bottom, there are "Cancel" and "Pay Bills" buttons.

1. From Account dropdown menu

2. My Profile icon in the sidebar

3. Amount input field

4. Date selection icon (calendar)

5. Pay Bills button

# Bill payments

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## Registering a recurring payment

1. Select the account from which the funds will be drawn.
2. Select the payee you wish to pay.
3. Enter the amount to be paid.
4. Select the date of the first payment.
5. Select the frequency of the recurring payment.
6. Select the date of the last payment.
7. Click on **Pay Bill** to go ahead with the transaction.

Recurring payments will then be displayed in the **Scheduled Payments** section.\*



### RECURRING PAYMENT

**This simple and convenient tool can save you late fees by programming your invoice payments in advance.**

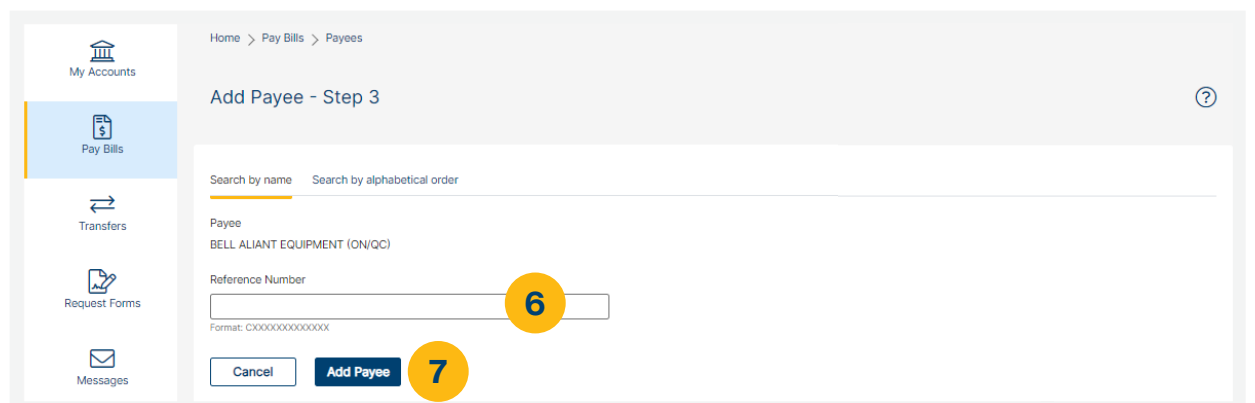
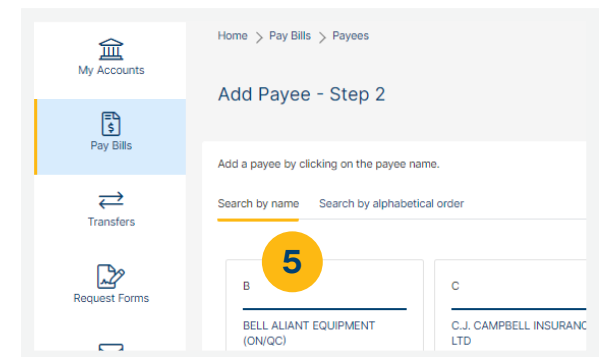
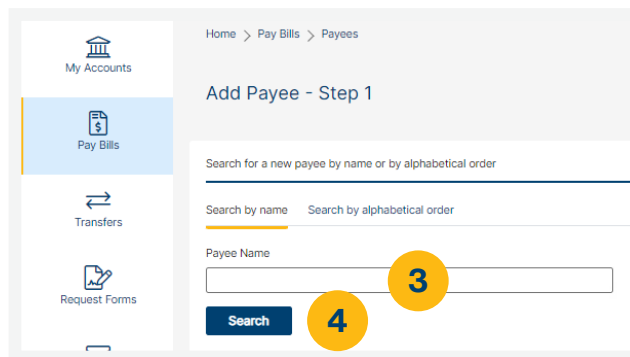
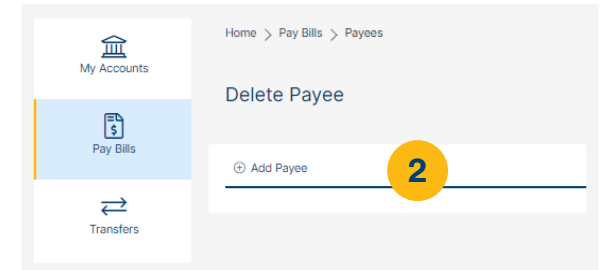
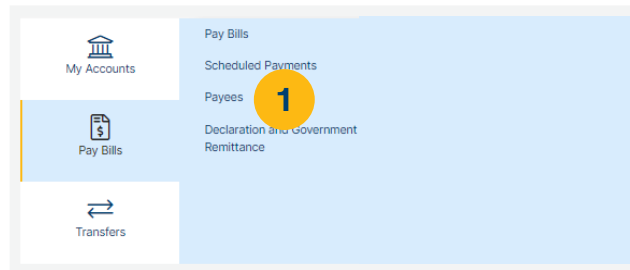
\* Recurring payments are available only under the login of the user who program them.  
We encourage you to save the confirmation and to make it available to other users to avoid duplicates.



# Bill payments

## Adding a new payee

1. Select **Pay Bills**. Then, from the sub-menu, select **Payees**.
2. Click on **Add Payee**.
3. Search by payee name or browse the alphabetical list of payees.
4. Click on **Search**.
5. Once you've found the payee name, click on it.
6. You will then be asked to enter the Reference Number\* of your account with the payee.
7. Click on **Add Payee**.



\* This number can be found on the payee's invoice, and the format is indicated below the box to be filled in (i.e. Format: 9999999, enter 7 digits).



# Government tax returns and remittances

This service enables you to file your federal and provincial tax\* returns and pay remittances.

## To register

1. Select **Declaration and Government Remittance**.
2. Complete the registration form.
3. Click on **Next Step**.
4. Read and accept the user agreement.
5. Click on **Submit** to confirm your registration.
6. To start using the service, click on **Access Service**.
7. You will then be redirected to our partner's online platform to make your tax returns and payments.

## Fees

\$2.50 per transaction. A monthly fee of \$1.00 will be withdrawn from any inactive account (for which no transaction has been recorded during the month).

If you need assistance, please contact the ServiceDesk for Pay Tax Filing at **1 800 206-9444** (toll-free).

The image shows two screenshots from a web application. The left screenshot shows a navigation menu with 'Pay Bills' selected, and a sub-menu where 'Declaration and Government Remittance' is highlighted with a yellow circle containing the number 1. The right screenshot shows the registration form titled 'Subscribing to the Declaration and Government Remittance Service'. It includes fields for Client Name, Payment account, and Accounts that can be used to pay creditor. A yellow circle with the number 2 is placed over the Contact Name and Telephone fields. At the bottom, a 'Next Step' button is highlighted with a yellow circle containing the number 3.

The image shows two screenshots from a web application. The left screenshot shows the 'User Agreement' page with a scrollable text area containing the agreement terms. A yellow circle with the number 4 is placed over the text area. At the bottom, a 'Submit' button is highlighted with a yellow circle containing the number 5. The right screenshot shows the 'Declaration and Government Remittance' confirmation page with a 'Welcome to the Declaration and Government Remittance Service' message and an 'Access Service' button. A yellow circle with the number 6 is placed over the 'Access Service' button.

\* Please note that payments made via the Declaration and Government Remittance service are not immediately delivered. Payments must be made before 12:00 p.m. one day prior to the due date. Payments made on the due date are considered to be late and result in a tax penalty. The funds will be withdrawn from your account on the day that your payment is processed.



# Transfers

You can easily transfer funds between your Laurentian Bank accounts.<sup>8</sup>

## Transfers

1. Enter the amount to be transferred.
2. Select the source account.
3. Select the destination account.
4. Select the transfer date (immediate, postdated or recurring).
5. Click on **Submit** to go ahead with the transaction.

Recurring transfers will then be displayed in the **Scheduled Transfers** section.\*

## Do you make frequent transfers between the entities of a single group?

Contact us! It may be possible to bring all the entities of a business group together under one access.

The screenshot shows the 'Transfer Funds' page in the Laurentian Bank mobile app. The interface includes a navigation menu on the left with options: My Accounts, Pay Bills, Transfers (highlighted), Request Forms, Messages, and My Profile. The main content area has a breadcrumb trail 'Home > Transfers > Transfer Funds' and a title 'Transfer Funds'. A message states: 'You must select a source account (From account) BEFORE selecting the destination account (To account)'. The form fields are: 1. Amount (text input), 2. From Account (dropdown menu), 3. To Account (dropdown menu), 4. When to Transfer (radio buttons for 'Now' and 'On', with a date picker for 'On'), and 5. Submit button. A 'Cancel' button is also present. A note at the bottom says: 'Transactions submitted after 8:45pm will be dated the next day.'

\* Recurring transfers are available only under the login of the user who program them. We encourage you to save the confirmation and to make it available to other users to avoid duplicates.



# Transfers

## Interac e-Transfer<sup>®5,6</sup>

### Creating a sender profile

1. Enter your full name, email address and mobile phone number.
2. Select a contact method (email and/or mobile).
3. Click on **Continue**.

### Adding a recipient

1. Enter their full name, email address, mobile phone number and preferred communication language.
2. Select the transfer sending method (email and/or mobile).
3. Enter a security question and a one-word answer that will enable the recipient to receive the *Interac e-Transfer*<sup>®</sup>.
4. Click on **Continue**.



# Transfers

## Making an *Interac e-Transfer*<sup>®</sup>

1. Select the recipient of the *Interac e-Transfer*<sup>®</sup>.
2. Select the transfer method (email and/or mobile).
3. Select the source account.
4. Enter the amount to be transferred.
5. Write a message (optional). This should not contain the answer to your security question.
6. Click on **Continue**.

Your recipient simply needs to have a bank account at a participating Canadian financial institution and an email address or mobile phone number. A \$1.00 charge applies for each *Interac e-Transfer*<sup>®</sup>.<sup>6</sup>

The screenshot shows the Laurentian Bank website interface for sending an *Interac e-Transfer*. The page title is "Send via *Interac e-Transfer*<sup>®</sup>". The navigation menu on the left includes "My Accounts", "Pay Bills", "Transfers" (highlighted), "Request Forms", "Messages", and "My Profile". The main content area has a breadcrumb trail: "Home > Transfers > Send *Interac e-Transfer*<sup>®</sup>". Below the breadcrumb are links for "Edit Contacts", "Edit *Interac*<sup>®</sup> Profile", "Pending", and "History". The form fields are: "Transfer To" (dropdown menu with "Select" and "Add New Contact" link, callout 1), "Send By" (dropdown menu with "Select", callout 2), "Transfer From" (dropdown menu with "Select", callout 3), "Amount" (input field, callout 4), and "Message" (text area, callout 5). Below the message field is a warning: "To protect yourself, don't include your personal information or security question and answer in your message. If you'd like to share the security answer with someone, use a different method. For example, if you send money using email, then share the answer by text or phone." At the bottom are "Cancel" and "Continue" buttons (callout 6). A footer note states: "Interac and *Interac e-Transfer* are registered trademarks of Interac Corp. Used under license."

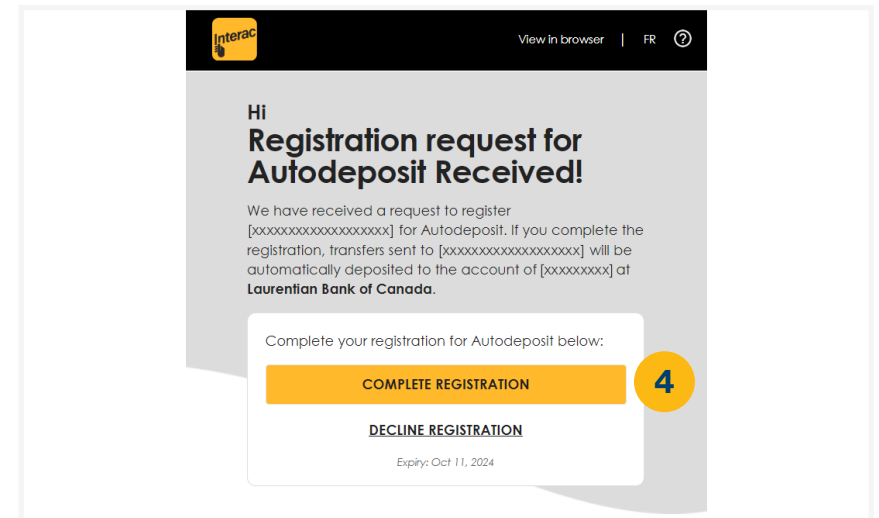
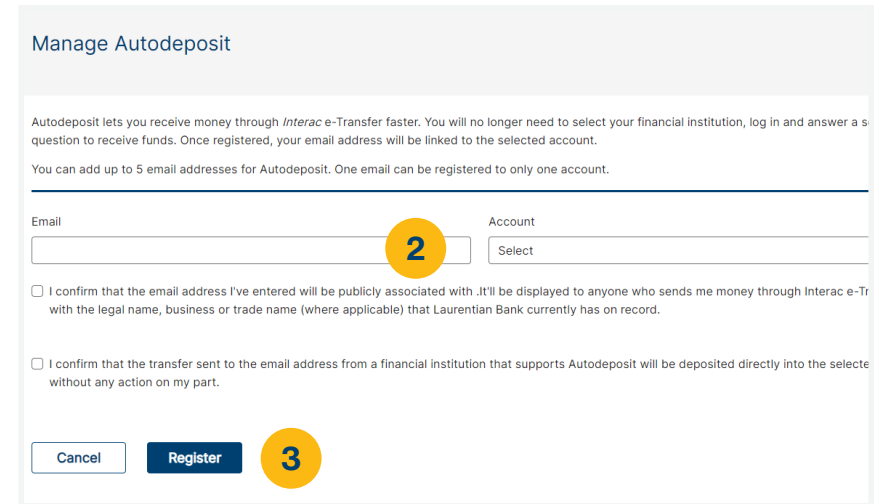
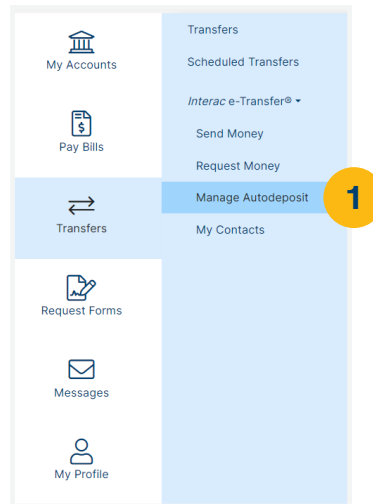


# Interac e-Transfer® Autodeposit

Thanks to the Autodeposit function, funds sent via *Interac e-Transfer®* can be deposited directly into your account without any intervention required on your part. As such, you no longer need to respond to a security question.

## How to activate the Autodeposit function for an e-mail address

1. Select **Transfers**. Then, from the sub-menu, select **Interac e-Transfer®** and click on **Manage Autodeposit**.
2. Enter the e-mail address you want to register for Autodeposit and select the account where you want the funds deposited.
3. Select the checkboxes to agree to the terms and conditions and click on **Register**.
4. You'll receive an *Interac®* confirmation email to complete your Autodeposit registration. To complete your registration, select **Complete registration**. The e-mail is valid for 24 hours.



# Interac e-Transfer® Autodeposit

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## Characteristics

- The Autodeposit function can be added or removed at any time.
- The e-mail address used to activate the Autodeposit function can only be used within a single financial institution at a time and for only a single *LBCDirect* access.
- There is no fee to activate the Autodeposit function.

## Benefits

- **Reduce the risks of fraud.** With the Autodeposit function, funds are deposited directly into your account. Thus, in the event that your e-mail is hacked, scammers will not be able to intercept the message.
- **Accelerate transactions.** As it is no longer necessary to pose and respond to a security question, the transfer of funds between sender and recipient is simplified, particularly in the case of current and frequent transactions.



**Save time thanks to  
the Autodeposit function!  
Log in to *LBCDirect* and  
start using it today.**

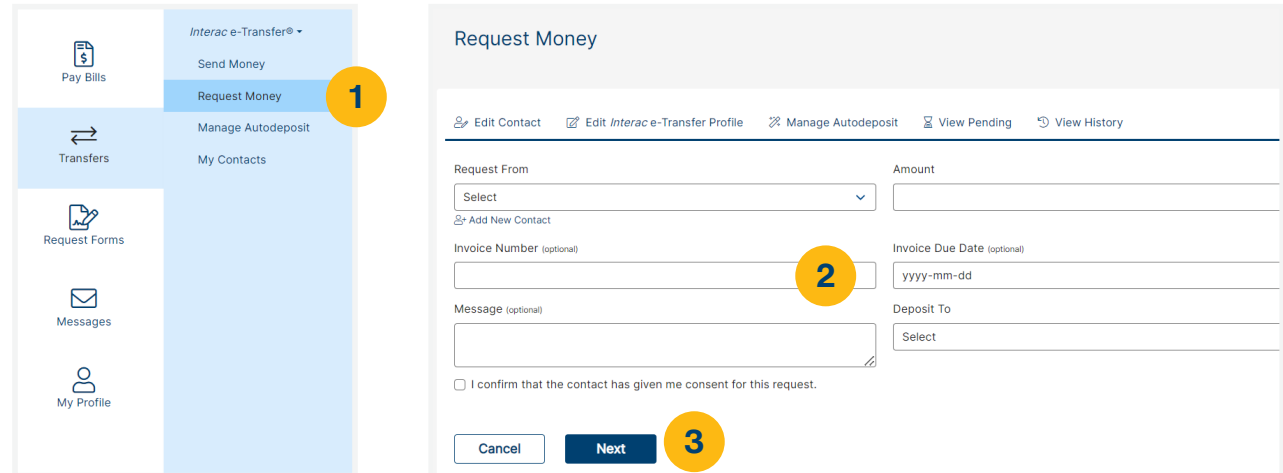


# Interac e-Transfer® Request Money

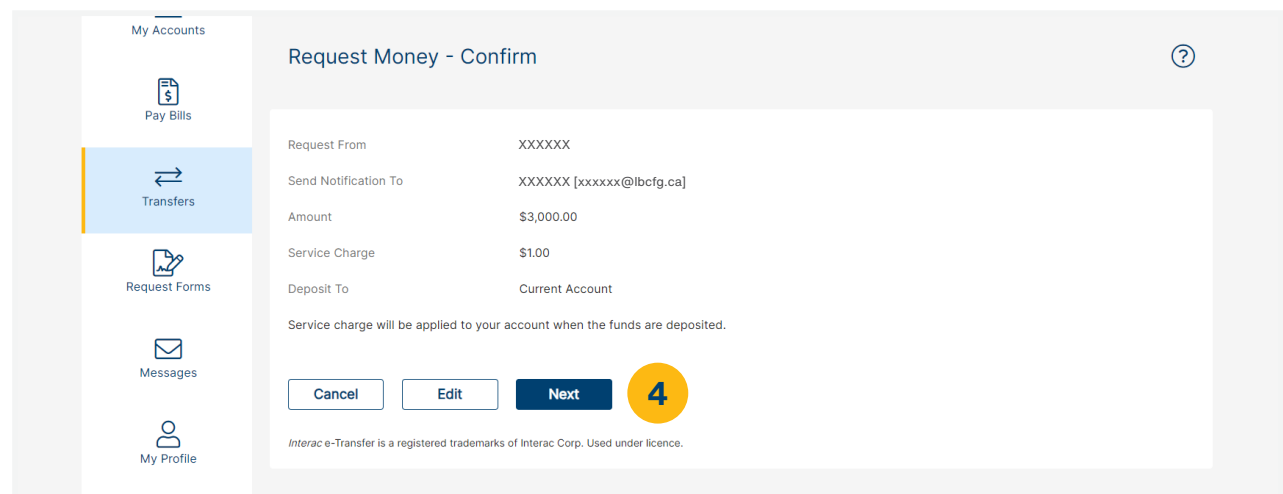
Thanks to the Request Money function, you can send a request for funds to individuals on your list of *Interac e-Transfer®* recipients. As soon as a recipient accepts your money request, the funds will be automatically deposited into your account, with no need for any intervention on your part.

## How to use the Request Money function

1. Select **Transfers**. Then, from the sub-menu, select **Interac e-Transfer®** and click on **Request Money**.
2. Complete all required fields. You can add an invoice number or a message to your request for funds.
3. Click on **Next**.
4. On the confirmation page, verify all the request details and click on **Next**.



The screenshot shows the 'Request Money' form in the Interac e-Transfer interface. The left sidebar has 'Transfers' selected, and the 'Interac e-Transfer' sub-menu is open with 'Request Money' highlighted (1). The form fields include 'Request From' (2), 'Amount', 'Invoice Number (optional)', 'Invoice Due Date (optional)', 'Message (optional)', and 'Deposit To'. A 'Next' button is highlighted (3).



The screenshot shows the 'Request Money - Confirm' page. The left sidebar has 'Transfers' selected. The confirmation page shows the request details: Request From (XXXXXX), Send Notification To (XXXXXX [xxxxxx@lbcfg.ca]), Amount (\$3,000.00), Service Charge (\$1.00), and Deposit To (Current Account). A 'Next' button is highlighted (4).



# Interac e-Transfer® Request Money

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## Characteristics

- It is possible to include a message containing the invoice number and the desired payment date in the money request.
- There is a limit of 50 concurrent money requests per LBCDirect user.
- A fee of \$1 per transaction is applicable. *Interac e-Transfers*® (including the Request Money function) are not included in Business banking packages.
- There is no charge applied to money request recipients.
- The \$1 fee is billed only upon completion of the transaction.

## Benefits

- **Reduce payment delays.** By sending a money request to your clients, you maintain control over their payments and limit the risk of delays.
- **Simplify the management of payments.** You receive notification when your money request is accepted, and clients who are late in responding to your requests can receive a reminder.



**Thanks to the  
Request Money function,  
you can take advantage  
of another method of  
collection directly within  
LBCDirect!**



# View Received *Interac* e-Transfer® History

Thanks to the View History – Received feature in *LBCDirect*, you can view received *Interac* e-Transfers® for the past 2 years, along with robust remittance details if the details were entered by the sender. These details may include sender information, supporting documents like invoices, insurance claims and more.

## How to view the history of funds received via *Interac* e-Transfer®?

To view the history of your received transactions on *LBCDirect*:

1. Select **Transfers**.
2. From the sub-menu, select **View History – Received**.
3. Choose an account and date range, then select **Next**.
4. To view the details of a specific transaction, select **Details**.
5. To view the remittance details of applicable transactions, select the **Details (+)** icon from the Details page.

The screenshots illustrate the following steps:

- Step 1:** The 'Transfers' menu item is highlighted in the left sidebar.
- Step 2:** The 'View History - Received' option is selected in the sub-menu.
- Step 3:** The 'View History - Received' screen shows a form to select an account and a date range, with the 'Next' button highlighted.
- Step 4:** A table of transactions is displayed. The table has columns for 'Transfer Date', 'Amount', 'Status', and 'Details'. The 'Details' icon is highlighted.
- Step 5:** The 'Remittance Details' screen shows a table of document details. The table has columns for 'Document Type', 'Document Date', 'Pre-adjustment Amount', 'Adjustment Amount', and 'Total'. The 'Details (+)' icon is highlighted.



# View Received *Interac* e-Transfer<sup>®</sup> History

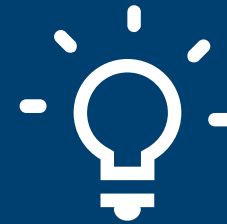
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## Characteristics

- Search for received *Interac* e-Transfers<sup>®</sup> for the past 2 years.
- View details associated with received *Interac* e-Transfers<sup>®</sup>.
- Ability to receive *Interac* e-Transfers<sup>®</sup> for Business instantly to your account number without any action required to accept funds.

## Benefits

- **Faster access to funds.** Receive funds almost instantly with *Interac* e-Transfer<sup>®</sup> for Business.
- **Improve reconciliation processes.** Robust remittance data could be included with transfers that can be viewed at any time in *LBCDirect*.






Thanks to the **View Received *Interac* e-Transfer<sup>®</sup> History** feature, record-keeping is simple and efficient.



# Messages

Contact us safely using our secure messaging inbox.

**LAURENTIAN BANK**

Welcome  [SIGN OUT](#) 


[Home](#) > [Messages](#) > [Messages & eStatements](#)


## Messages


To send us a message, please click on [Contact Us](#).


### Personal Messages


You currently have no Personal Messages.


 My Accounts

 Pay Bills

 Transfers

 Request Forms

 Messages

 My Profile



# Sign up today!

For more information on LBCDirect Business electronic services:



Call one of our customer service agents at **514-252-1846** or **1-800-252-1846** (toll-free).



Talk to a branch advisor or to the coordinator at your Business Centre.



Visit [laurentianbank.ca](http://laurentianbank.ca).



**LAURENTIAN  
BANK**

Seeing beyond numbers.™

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**1.** Some restrictions may apply. **2.** View our privacy policy at [laurentianbank.ca/en/security.html](http://laurentianbank.ca/en/security.html) for details. **3.** For an account that requires signatures of two or more signatories, all operations conducted through LBCDirect Business online or by phone will be carried out by one of the authorized signatories. **4.** Charges may apply for some transactions. **5.** Some restrictions apply. Transfer limits (sending): \$3,000 per transaction, \$10,000 per 7-day period and \$20,000 per 30-day period. Transfer limits (receiving): \$25,000 per transaction. **6.** *Interac e-Transfer*® sent and accepted Request Money transaction fee of \$1.00 is non-refundable. Withdrawal fees not included if you do not have a package or if you exceed the number of monthly transactions included in your package. **7.** The service is available 24 hours a day, 7 days a week, except for brief system maintenance interruptions. However, please note that transactions made after 8:45 p.m. (ET) are dated for the next day and that you must allow at least two business days for the payment to be submitted to the supplier (including Laurentian Bank Visa). **8.** Transaction or administration charges may apply depending on your banking plan or account features. Refer to the *My Transaction Tools* guide for information on applicable charges.