



**LAURENTIAN
BANK**

FAQ – New ABMs

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General

1. Why is the Laurentian Bank replacing its ABMs?

Our goal is to upgrade our ABM network to provide you with a more modern and convenient banking experience.

ABMs will be gradually replaced in 2024.

2. Whom can I contact if I have questions or need help at the ABM?

If the branch is open, you can request assistance from a team member.

You can also contact our Customer Service by using the dedicated line at 514-522-6488 or 1-844-494-0076 (toll free).

3. The new ABM is asking me to choose which chequing or savings account I would like to use for my transaction. How do I know which one to choose?

If you don't know the number of the account for which you would like to perform a transaction, a branch employee will happily assist you.

You can also contact our Customer Service by using the dedicated line at 514-522-6488 or 1-844-494-0076 (toll free).

4. Can I still print a partial statement?

Yes, you can print a partial statement at the new ABMs. As with the old ABMs, fees apply for this type of transaction. For full details about our service fees and the terms of use, consult the [My Money](#) and [My Transaction Tools](#) guides available online at www.laurentianbank.ca, visit a branch or call us at 1-800-252-1846.

Deposits

5. How do I make a deposit without an envelope?

Simply insert cash and cheques into the ABM (up to 30 items at a time). You don't need to separate cash from the cheques.

The following [video](#) shows you how to deposit a cheque.

6. Are deposits without envelopes secure?

Yes, deposits without an envelope are secure.

The new ABMs have an optical scanner that identifies the type of deposit and calculates the total amount being deposited. However, you still need to confirm the amount. Also, the deposit can be modified or cancelled, if desired.

7. How do I check whether the ABM has correctly calculated the deposit amount?

Before finalizing the deposit, the total amount is displayed on the screen, with a breakdown of the cheque(s) and bill(s) scanned by the ABM. In addition, photos of the deposited cheques are displayed on the screen so that you can confirm them.

8. What should I do if there is an error in the amount automatically calculated when the deposit is made?

Before finalizing the deposit, you are asked to confirm the amount being deposited. The total amount is displayed on the screen, including the breakdown of cheques and bills scanned by the ABM. If the amount is incorrect, you can correct it. You also have the option to cancel the deposit and your cheque(s) and/or bills will be returned to you.

9. What if the ABM rejects a valid cheque or bills?

Please try again and if the same situation occurs, ask for assistance in the branch during business hours.

At any time, you can [download](#) THE EXCHANGE™ app to find the nearest ATM to deposit your cheque.

10. I made an ABM deposit that does not show up in my account. What should I do?

If your deposit does not show up in your account within the next 24 hours, please contact a branch team member during business hours. You can also call Customer Service at 514-252-1846 or 1-800-252-1846 (toll free).

11. Are there funds withheld on a cash deposit at the new ABMs?

There are no funds withheld on cash deposits made at the new ABMs. Funds from your cash deposit will be accessible based on your daily Interac Direct Payment and cash withdrawal limit.

12. How can I access my funds immediately after depositing a government cheque?

Before making the deposit, please go to a Laurentian Bank branch to have the hold period manually lifted by a team member.

If you have already made the deposit, you must wait at least 24 hours after the transaction to contact our Customer Service so that the hold period can be lifted manually. To do so, call 514-522-6488 or 1- 844-494-0076 (toll-free).

Note that the hold period cannot be lifted for cheques over \$2,000.

For quick and easy access to your funds, choose direct deposit. Sign up for direct deposit with the Canada Revenue Agency (CRA) through your *LBCDirect* session. In the side menu, click on “*My Accounts*” followed by “*Set up CRA Direct Deposit.*” Then follow the steps indicated.

13. I would like to deposit a cheque in US dollars into my US dollar account. What should I do?

You must write “USD” followed by your USD account number (USD-XXX-XXXXXXX-XX) in the top right corner, on the back of the cheque.

Otherwise, the cheque will be converted at the current day’s rate into Canadian dollars and deposited into your Canadian dollar account.

14. I would like to deposit a cheque for \$1,000,000 or more. What should I do?

Cheques for \$1,000,000 or more cannot be deposited at Laurentian Bank ABMs.

Please go to one of our branches so that an employee can process your cheque.

15. I would like to deposit US bills. What do I do?

Laurentian Bank’s new ABMs only accept Canadian bills.

Personal banking customers should go to a nearby foreign exchange office to convert US bills into Canadian dollars.

For business customers, with the exception of individuals operating a sole proprietorship, deposits in US dollars can still be made at a 24-hour deposit box. Customers need to sign up first. Please go to the branch to inquire about the terms, conditions and availability of this service.

Bill payments

16. How can I pay a bill without a statement?

Statements are no longer used to pay bills. Simply select the payee on the screen and follow the prompts.

The following [video](#) explains how to make bill payments.

17. I would like to pay a bill at the ABM, but I don't see the payee on the screen. What should I do?

If the payee does not appear on the list, a branch employee will be happy to assist you.

New payees can be added on the *LBCDirect* platform. Refer to this [document](#) for the procedure to follow to add a new payee using *LBCDirect*. Please note that it takes 24 hours before the new payee appears at the ABM.

Still don't have an *LBCDirect* access? Call Customer Service at 514-252-1846 or 1-800-252-1846 (toll free) and an agent will be happy to assist you.

18. Why are payees where I no longer have an account displayed on the screen?

Some former payees may be displayed on the screen. If you would like to remove them, you can ask a branch employee to assist you or contact Customer Service at 514-252-1846 or 1-800-252-1846 (toll free).

19. How can I pay a bill with a variable reference number (e.g., SAAQ, government, ticket)?

Bills with variable reference numbers cannot be paid at the new Laurentian Bank ABMs.

These bills can only be paid from your *LBCDirect* session.

Still don't have an *LBCDirect* account? Call Customer Service at 514-252-1846 or 1-800-252-1846 (toll free) and an agent will be happy to assist you.

20. I made a payment to the wrong payee by mistake at the ABM. What should I do?

Please contact one of our branch team members during business hours. You can also call Customer Service at 514-252-1846 or 1-800-252-1846 (toll free).

Cash withdrawals

21. Do the new ABMs have \$5 or \$10 bills?

No. The new ABMs only have \$20 and \$50 bills, depending on what bills are available.

22. What is the difference between the Fast Cash and Cash Withdrawal options?

The new Fast Cash feature has 3 preset dollar amounts per account type (checking or savings), allowing you to withdraw money quickly.

The Cash Withdrawal feature gives you the option of choosing the bills corresponding to the dollar amount being withdrawn. For example, if you are withdrawing \$100 in Canadian dollars, the ABM gives you the option of withdrawing two \$50 Canadian bills or five \$20 Canadian bills.