

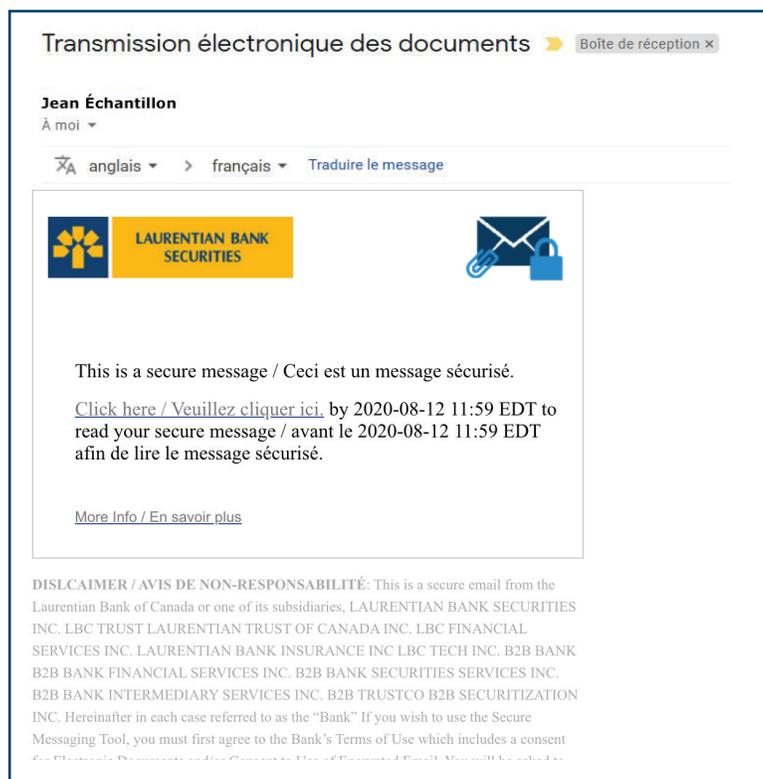
USER GUIDE

Laurentian Bank Securities secure messaging

Do you have confidential documents to share with Laurentian Bank Securities (LBS)? Use secure messaging to ensure that your personal information is transmitted securely. This tool helps you save on travel time and allows you to send documents from anywhere, any time.

HOW TO READ A SECURE MESSAGE AND RETRIEVE YOUR DOCUMENTS?

1. Open the notification e-mail you received from LBS.
Preview of the message:



NOTE:

Please check your spam folder if you haven't received a message in your inbox.

2. Click "**Click here**" to read the secure message.



3. Sign up or log on to access your secure messaging.

NOT REGISTERED YET?

- › Create a user account by filling in all the fields on the form.
- › Read the Terms of Use and then give your consent by checking the box provided.
- › Press “Continue” to confirm your registration.



Registration

Create your account to read secure email.

Email Address: JohnSample@gmail.com

First Name:

Last Name:

Password:

Confirm Password:

You must accept the following terms and conditions before continuing:
 [I agree to the linked terms and conditions.](#)

Continue

ALREADY REGISTERED?

- › The “email” field will be pre-filled.
- › Please enter your password and press “Continue” to access your secure messaging.



Login

Connect to Secure Email

[Forgot Password](#)

Continue



FREQUENTLY ASKED QUESTIONS (FAQ)

1. What is the Secure Messaging Tool and why should I use it?

It is a tool used by LBS to securely exchange personal, confidential and sensitive information with its clients and business partners. When an LBS employee must exchange confidential information by email (including personal information) and sensitive information, the Secure Messaging Tool will be used for the exchanges.

2. I need to send confidential information to an LBS employee. Should I use the Secure Messaging Tool or can I just use standard email?

Standard emails are not secure because they are not encrypted when sent to a recipient. The information may be intercepted and used by malicious parties.

If you need to send confidential information to an LBS employee, please ask them to initiate secure messaging with you. You will then be able to send your information from the Secure Messaging Tool in an encrypted email to the employee.

3. I forgot my password. How can I get it back?

By clicking on “forgot password”, a password reset message will be sent to your email address. Follow the instructions to reset your password.

If you do not receive the password reset message, please check your Spam folder.

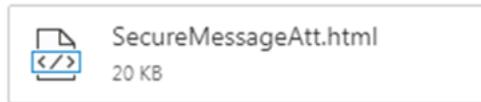
4. How can I reply to or forward a secure email to other recipients?

You can reply to all recipients of the original email or only to the sender. Only email transfers to LBS representatives are authorized.

5. How can I make sure it is a secure email and not a phishing attempt?

Only LBS employees will send you secure messages using the Secure Messaging Tool.

The message in your email with a link that leads to the platform looks like this:



If you suspect that the message you received is not authentic, do not respond to it and do not click on any link. Please contact your investment advisor or your contact person within LBS.

6. How can I change the language of the Secure Messaging Tool?

The language of the Secure Messaging Tool depends on the language of your web browser (Internet Explorer, Chrome, Safari, Firefox, etc.). If your web browser is in English, the language of the Secure Messaging Tool will be in English. So if you want to change the language of the Secure Messaging Tool from English to French or vice versa, please change the language settings of your browser.