

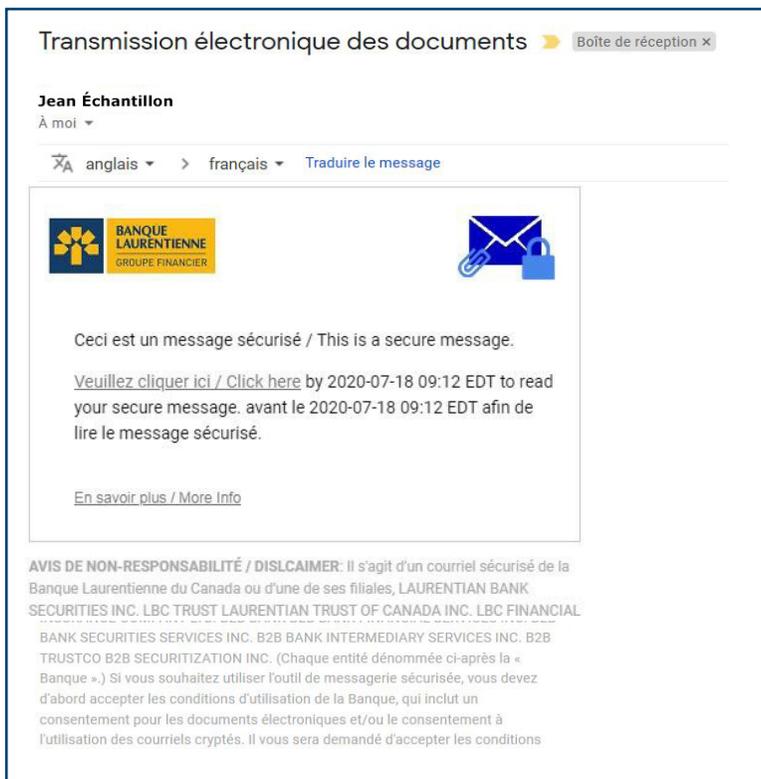
# USER GUIDE

## Laurentian Bank of Canada secure messaging

Do you have confidential documents to share with Laurentian Bank? 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 Laurentian Bank.  
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.



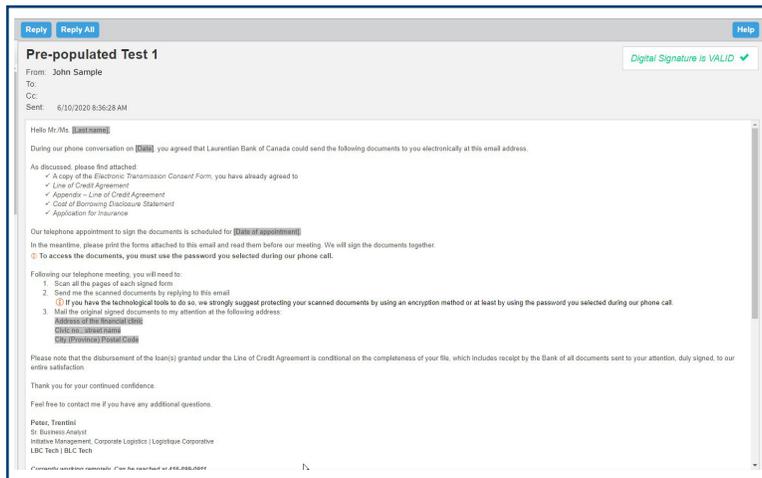
**Login**

Connect to Secure Email

[Forgot Password](#)

**Continue**

## 4. Once logged on, you can access your secure messaging to read your messages and view documents.



### NOTE:

The “Digital signature is VALID” window in the upper right-hand corner confirms that you are logged on and can now send confidential documents securely.



## HANDY TIPS

### For security reasons:

- › Always reply using your secure messaging and not your personal messaging to ensure that the exchange of documents with Laurentian Bank is completely secure;
- › The messages you send are not saved.
- › New recipients to your reply cannot be added;
- › Your messages are kept in your secure messaging for a period of 30 days. Messages will then be deleted and no notice will be sent to you to this effect;
- › Your password is valid for 90 days. A reminder email will be sent to you 15 days before it expires inviting you to choose a new password.

### 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.

**DO YOU HAVE ANY QUESTIONS? DON'T HESITATE TO CONTACT YOUR ADVISOR. THEY WILL BE PLEASED TO HELP YOU.**



**LAURENTIAN  
BANK**