

## Visa Business: Frequently Asked Questions (FAQ)

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### General Information

#### 1. Why is my credit card changing?

We're providing our Laurentian Bank customers a more rewarding credit card experience. Your new credit card comes with a fresh new look and access to an enhanced rewards program, as well as exciting new digital features to help you track your spending and manage your card.

#### 2. Will I receive a new credit card?

Yes. You'll be receiving a new card in the mail. If you have not received your new card by October 13th, please contact the Telebanking Centre at 1-800-522-1846 or your business centre coordinator so we can assist you.

#### 3. Will my credit card number and expiry date change?

Yes. Your new Laurentian Bank credit card will have a new account number and expiry date.

#### 4. Will the PIN from my current card still work?

No. When you activate your new card, you will be asked to create a new 4-digit PIN. Avoid using 4 consecutive numbers such as "0000" or easy to guess PINs like "1234", as the system will not accept it.

#### 5. I received my new card and selected a new PIN. What will happen when I use my card for the first time?

The first time you make a purchase in-store, you will need to sync your new PIN to your card. To do so, insert the card into the payment terminal and enter your new 4-digit PIN.

You will be asked to **enter your new PIN three times**. Each time you enter your PIN, the message "incorrect/invalid PIN" will appear. Don't worry, this is meant to happen.

After your third and final attempt, wait for a transaction approval. Your PIN will be synced to your card and you can continue to use your card as usual.

#### 6. If I already have a Laurentian Bank credit card, can I access the new rewards and digital capabilities today?

You'll have to wait for your new card to arrive to take advantage of the new rewards and digital capabilities. You'll receive a letter with instructions on when to expect your new card and how to activate it.

### **7. What happens if I made a payment to my old credit card?**

The payment will be transferred to your new card for a period of 6 months but might be delayed. Therefore, it is important for you to update your credit card information as soon as you receive your new card.

### **8. What will happen to my pre-authorized payments I have set up on my current credit card?**

When you receive your new Laurentian Bank Visa Card and activate it, we ask that you please contact all of the merchants with whom you have set up pre-authorized payments to update your new credit card number and expiration date.

## Activation

### **9. How do I or my company's Authorized Users activate cards?**

All cardholders can activate their card through the QR code provided on the letter with the new card, or they can visit this [link](#). Simply use the camera on your mobile device to scan the QR code and follow the instructions provided. If you need support, please refer to the [Activation Guide](#). We recommend that you ensure that all Authorized Users have received their new Laurentian Bank Business Visa Card before activating one. Once the first new Laurentian Bank Card is activated, all other existing cards associated with the account are immediately deactivated.

### **10. Can Authorized Users/cardholders activate their card if the company account is not activated?**

We recommend that you ensure that all Authorized Users have received their new Laurentian Bank Business Visa Card before activating one.

All Authorized Users/cardholders must activate their own card, and any can be the first to activate. Once the first new Laurentian Bank Card is activated, all other existing cards associated with the account are immediately deactivated.



### **11. We have not yet received our new Business Credit Cards and the date indicated on my letter has passed.**

As of October 27th, 2023, your old card will no longer work. If you have not received your new card by October 13th, please contact the Telebanking Centre at 1-800-522-1846 or your business centre coordinator so we can assist you.

### **12. How do I set up my online account after I have activated my physical card?**

During the online card activation process, you will receive emails that will prompt you to set up your online account for each of your profiles. If you are a company administrator, you will be prompted to verify your identity by entering your mobile phone number. If you are experiencing issues at this step, it may be because we do not have your updated mobile phone number in our records. Please contact the Telebanking Centre at 1-800-522-1846 or your business centre coordinator so we can assist you.

### **13. How can I set or change my PIN?**

When you activate your new card, you will be asked to create a new 4-digit PIN. Avoid using 4 consecutive numbers such as "0000" or easy to guess PINs like "1234", as the system will not accept it.

On the next purchase after changing your PIN, you need to insert your card into a payment terminal and enter your new 4-digit PIN. You'll be asked to enter your new PIN 3 times. Each time you enter the PIN, the message "Incorrect PIN" will appear. Don't worry, just continue until you receive a confirmation.

After your third and final attempt, your PIN will be synced to your card, and you can continue to use it as usual.

To change your PIN, you do it online via your [Credit Card Login](#).

### **14. Can I activate by phone?**

Yes, you can. However, we strongly recommend you use our simple online activation procedure so you can access your credit card account and all the amazing features and benefits online. If you prefer to activate over the phone, you can do so by calling the number on the back of your card and carefully following the options.

### **15. I activated my new card via the automated telephone service. How can I create my Credit Card Login to access and manage my account online?**

If you have activated your new card by telephone, you can create your online profile by visiting the [Activate Your Card](#) or [Credit Card Login](#) page. When you create your online

Credit Card Login credentials, you will be asked to select your 4-digit PIN. This is normal. At this point, you can either input the 4-digit PIN initially selected when activating your card over the phone, or you can modify it if you prefer.

#### **16. When will I be able to see my credit card account balance on my new Credit Card Login?**

It can take two to five business days to see your account balance when you log in to your new online account. This balance will include all transactions up to account migration.

#### **17. Will I be able to see transactions made with my old card in my online Credit Card Login?**

Yes. You will be able to see transactions made with your old card prior to the activation of your new card. To see these transactions, go to the “Transactions” section under the “Activities” tab. Please note that it is possible to go back for a period of 6 months only.

## Account Access

#### **18. If I have access to multiple companies, or I have both Business and Personal credit cards, where can I access each account?**

Through your [Credit Card login](#), you will be able to access all Personal or Business accounts and profiles that are linked to the same email address. Each time you log in, you will be able to select which profile or account you would like to view, and you can switch between profiles at any time.

#### **19. Who will have access to my company's account?**

There are different roles that will dictate the type of access a user has:

- **Level 1 Administrator (Account Signatories):** Full access to the company account and all features of the Credit Card Login
- **Level 2 Administrator:** View-only access to the company account
- **Authorized User (Cardholder):** Can view and manage their own card but will not have access to the company account

#### **20. Can I change who has access to the company account?**

Account signatories with Level 1 Administrator access can add or remove Level 2 administrators through their online account at any time. To add or remove other Level 1



Administrators or Authorized Users, please contact your branch manager or your business centre coordinator.

## **21. Can I see my new credit card on LBCDirect?**

For LBCDirect users, your new card and account balance will be displayed on the platform. You can continue to view your credit card balance on LBCDirect, however, you'll need to log in to your credit card account separately to see your transactions, manage your card and access Laurentian Rewards. A link to the Credit Card Login will be available on LBCDirect.

## **22. How can I make a payment toward my new card?**

You can make payments to your account by adding your new credit card as a bill payee on LBCDirect. Payment can also be made via you [Credit Card Login](#) by selecting the "Make a payment" tab. When making a payment to the account, you will need to use a Cardholder's card number. The payment will then be applied to the account balance after two business days.

## **23. Will each Authorized User receive their own statement?**

To provide a single overview of your account, a global eStatement will be provided to the account holder. As a result, cardholders who used to receive individual statements for their own card will no longer receive them but can view their transaction history online at any time.

## **24. Will I receive electronic or paper statements?**

Statements will default to be received electronically. Should the account holder wish to receive a paper statement instead, any account signatory (Admin 1) can make this selection within the [Credit Card login](#). Paper statements will be sent to the business address, care of the Primary Contact listed for the account.

## **25. Can an Authorized User exceed their monthly spend limit?**

Authorized Users will only be able to spend up to the monthly limit the account holder has set for their card. This limit resets at the beginning of each billing cycle and is subject to available credit.

## **26. How can I set an Authorized User's spend limit?**



The spend limit for a Primary Cardholder will be equal to the full credit limit for the account, and this cannot be modified. Spend limits chosen may vary from cardholder to cardholder, and the limit for each cardholder can be up to the full credit limit for the company. Account signatories with Level 1 Administrator access can set or amend the monthly spend limit for each cardholder through their [Credit Card Login](#).

## Rewards

### 27. How do I access Laurentian Bank Rewards?

Holders of either the Business Rewards or Business Cashback cards can access Laurentian Bank Rewards by logging in to their credit card account [here](#). Once you're logged in, you can view your rewards through the Rewards tab or the dashboard, where you can browse through hundreds of unique offers to get your company earning faster.

### 28. How can I redeem my rewards?

All Cardholders can earn the account holder rewards throughout the cycle. Rewards are accumulated by making transactions at merchants with offers. These rewards will be automatically applied to the Account Balance on each statement.

### 29. What will the new Rewards Program include?

The account holder will get access to an enhanced Laurentian Bank Rewards experience.

**Business Cashback Card:** The Cashback Program is based on a cashback reward accumulation system tied to the amount of eligible Net Purchases charged to the Account during the billing cycle, including those made through our rewards program offered by merchants. The cashback earned will depend on the total amount charged and posted to the Account during the billing cycle.

**Business Rewards Card:** The Points Program is based on a points accumulation system tied to the amount of eligible Net Purchases made through the Bank's rewards program offered by merchants and charged to the Account during the billing cycle. Points are earned for every dollar on eligible Net Purchases made with the Card through our rewards program offered by merchants.

Log in to your [Credit Card Login](#) to browse unique **inCard** offers (earn bonus rewards automatically when you pay with your credit card) and **eShop** offers (earn bonus rewards



when you shop online through the dedicated link) from hundreds of brands you love in order to get your company earning faster.

### **30. What will happen to any outstanding cashback balance on our Business Credit Card account prior to conversion?**

Your existing cashback or points for any of your business credit card accounts will automatically be converted at equal value to Laurentian Rewards. As before, you will see your cashback or points automatically applied to your monthly statement.

## Product & Payments

### **31. Are Business accounts eligible for Instalment Plans?**

No. Business accounts are not eligible for instalment plans. We invite you to contact the Telebanking Centre at 1-800-522-1846 or your business centre coordinator to discuss other products that may suit your needs.

### **32. Can I add my new Business Card to mobile wallets?**

No. Business cards cannot be added to mobile wallets at this time.

### **33. Will the fees for my Business Card change?**

No. Fees for business cards will remain the same. Please refer to the [‘Statement + Fees’ brochure](#) for further information.

### **34. Will the annual interest rates for my card change?**

No. There will be no change to interest rates for Business Cards.

### **35. Can my business account have both a Visa Business Cashback and a Visa Business Rewards card?**

Only one card type can be held per company account. This means that all Authorized Users can hold only one card per business account and must hold the same card type as the account holder.

### **36. How can I manage the email notifications I receive when making transactions with my new card?**



You can modify your preferences by logging in to your credit card account online. At the top right-hand corner of the screen, select the drop-down menu under your name, access the “My Account” page, then select “Notifications”. Use the toggle to turn your notifications on and off.

### **37. Is my insurance coverage changing?**

Please refer to your letter, which outlines the impacts to your insurance coverage and to the insurance certificate in the documentation section at [www.laurentianbank.ca/businesscardexperience](http://www.laurentianbank.ca/businesscardexperience) for details.

## **New Application**

### **38. How can I apply for the new Laurentian Bank Business Visa Credit Cards?**

We’re excited for you to experience our new Laurentian Bank Business Visa Credit Card experience. To apply, please visit your nearest branch or contact your business centre coordinator.

### **39. I applied for a new card. How long will it take for my card to arrive and where will it be sent?**

Your card will be sent to your company address and should arrive in the mail within 5-7 business days after we notify you that your account has been opened. All cards will be sent to the Controller or Primary Contact for the account.

## **Support**

### **40. What number do I call for support?**

For additional support, please contact the Telebanking Centre at 1-800-522-1846 or your business centre coordinator.

To report a lost or stolen card and for self-service options, telebanking is available 24/7 at 514-522-6463 or toll-free at 1-844-522-6463. You can also do this online, by logging on to your [Credit Card Login](#).

### **41. Looking for more information?**

For more information, please visit [www.laurentianbank.ca/businesscardexperience](http://www.laurentianbank.ca/businesscardexperience)





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