



Transcript: How to download the Laurentian Bank mobile app

[♪ Music plays. ♪]

[Animated graphics appear to form the Laurentian Bank logo.]

[Camera zooms out to reveal the logo on the mobile device screen. Next to mobile device, a still of a young woman appears.]

Welcome to the Laurentian Bank mobile app.

[The mobile device stays on screen, and the young woman disappears.]

Before we get started, to use the new app, you will need to be a Laurentian Bank customer registered for *LBCDirect*.

To ensure a smooth and consistent experience, you'll use the same login information across both platforms.

To download the app onto your smartphone, visit the Apple App Store or Google Play Store and search for Laurentian Bank.

[The App Store and Google Play Store logos appear. On the mobile device screen, the Laurentian Bank logo is replaced by a search bar and "Laurentian Bank" is entered, then the "Search" button is highlighted.]

[Mobile device screen swipes to the left to display the mobile app download page.]

After selecting it, a new screen will appear with information about the app.

Tap on "Get" or "Install" to begin the download. Wait until it is fully installed and appears on your phone's home screen.

[The "Get" button is highlighted and selected. A loading bar begins to load.]

Once this happens, tap on the Laurentian Bank icon to get started.

[Mobile device screen changes to display "Laurentian Bank" and its logo. Logo is selected.]

[Screen changes to display the mobile app's first-time login page.]

Enter your *LBCDirect* online banking access code and password and tap "Log in".

[Access code and password are entered. Then, the "Log in" button is selected.]

You can choose to have the app remember your access code by clicking "Remember Me", so next time, you only need to enter your password.



[The “Remember Me” checkbox is selected.]

You can also choose a “Login Profile Name”, which might be helpful if you have more than one access code with the bank. You can modify or delete a saved login profile at any time.

[Under the label “Login Profile Name”, the name “Sarah” is entered. The “Log in” button is highlighted.]

[Zoom in to the mobile device. Screen changes to the “Enable 2-Step Verification” page. The page scrolls.]

The first time you log in using the mobile app, you will have to set up 2-Step Verification by providing either your mobile phone number or email address.

[The mobile phone number is entered. “Send Code” button is selected.]

This is a new security feature that adds an extra layer of protection to your account.

[Screen changes to a code verification page.]

A verification code will then be sent to either your mobile phone or email, as chosen by you.

[Verification code is entered and “Continue” button is selected.]

Enter the code we send you, and you’re all set!

[Page disappears and Laurentian Bank logo appears on the mobile device.]

[Mobile device disappears. The header “Laurentian Bank mobile app” appears, followed by the Laurentian Bank logo, URL and legal fine print.]

[laurentianbank.ca/mobileapp

The Laurentian Bank mobile app is only intended to be used by individuals who reside in Canada and have active LBCDirect accounts, active chequing or savings accounts, or a credit card, with the Laurentian Bank of Canada, using a support, internet-enabled device. For more information regarding terms and conditions that may apply (including more information regarding our Security Guarantee), please read our Online Services & Mobile App Agreement here: laurentianbank.ca/personalbanking/useragreement

For full details regarding privacy and security, please see our Security & Privacy Statement here: laurentianbank.ca/privacystatement

[♪ Music stops. ♪]