Safe Email Communications with our Secure Messaging Tool

Laurentian Bank of Canada (the "Bank") takes the protection of your personal and financial information very seriously. In order to ensure the secure exchange of documents between you and our institution, we use the Secure Messaging Tool.

What is the Secure Messaging Tool?

The Secure Messaging Tool makes it possible to securely exchange emails containing personal, confidential and sensitive information by encryption. This tool is a secure communication channel allowing us to send you personal information and documents by email. It also allows you to respond and attach documents that will be protected.
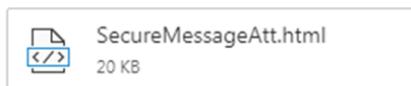
How to access your secure messages?

When a Bank representative sends you an encrypted message using the Secure Messaging Tool, you will receive an email in your inbox with a link that will take you to the Bank Secure Messaging Tool hosted by Proofpoint.

❶ Please note that the email could be found in the Spam folder.

Open the email and follow these steps:

1 **Click on the link in the email to access the Secure Messaging Tool home page**

SecureMessageAtt.html
20 KB

This is a secure message / Ceci est un message sécurisé .

Click here / Veuillez cliquer ici by 2020-07-07 15:09 EDT to read your secure message / avant le 2020-07-07 15:09 EDT afin de lire le message sécurisé.

More Info / En savoir plus

2 **Access your account**

› If this is the first time you have received an email directing you to the Secure Messaging Tool, you will be invited to create your account.

› Complete the information required to create the account, including creating a password.

› Important: The password must contain a minimum of 8 characters with a combination of letters, numbers and special characters. For security purposes, your password must be renewed every 90 days.

If you already have an account with the Bank's Secure Messaging Tool, access your messages by logging in.

3 **Consult your secured emails and attachments**

› After you login, you will be able to access the content of the email received, as well as the attachments.

› The Secure Messaging Tool stores messages for a maximum of 30 days. It is, therefore, important to save the important attachments that you want to keep directly on your computer.

4 **Reply to an email from the Secure Messaging Tool**

› To reply to an email from your Secure Messaging Tool account, click on the "Reply" or "Reply to all" button. This action will open a new window where you can write your response and add attachments, if necessary.

› For security reasons, it is not possible to forward or add additional recipients to your received emails.

For more details or in case of problems, please contact your Account Manager or a member of your business centre team.

Frequently Asked Questions (FAQ)

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

   It is a tool used by the Bank to securely exchange personal, confidential and sensitive information with its clients and business partners.

   When a Bank representative must exchange confidential information by email (including personal and sensitive information such as account details, financial information, identification numbers, product requests, etc.), the Secure Messaging Tool will be used for the exchanges.

2. **I need to send confidential information to a Bank 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 a Bank 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.
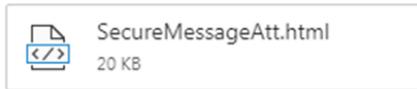
4. **How can I reply to or forward a secure email to other recipients?**

   You can reply to all recipients of the original email or only to the sender. Recipient additions or email transfers are not authorized.

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

Only Bank 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 a member of your business centre team.

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.