

Q&A – Account Maintenance Fees for All Paper Bank Statements

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Q. 1 : Why did Bank decide to reduce the range of waived fees for Personal Banking account maintenance with paper bank statements?

These changes aim to reduce our environmental footprint. Signing up for eStatements gives you several benefits, including waived account maintenance fees. In addition to being accessible quickly, anytime and anywhere, electronic statements can be securely archived for seven years.

Q. 2 : Do I get to keep my other benefits related to maintaining a minimum monthly balance of \$3,000 in my Operations Account?

Yes. If you maintain a minimum closing balance of \$3,000 each day of the month, you will continue to enjoy other benefits, such as the waiving of the following transaction fees:

- Withdrawals
- Transfers
- Cheques
- Preauthorized transfers
- Bill payments by ABM or LBC*Direct*.

Q. 3 : Will account maintenance fees be charged even if a paper bank statement isn't produced and printed?

Yes, bank account maintenance fees for paper statements are billed monthly, whether or not a paper bank statement is produced and printed. You only receive a bank statement when you conduct over five transactions from the date of your previous statement or based on the statement production frequency you've selected.

Q. 4 : How can I receive my statements electronically?

It's very simple. First, you must sign up for BLC*Direct* online. To register, call 514-252-1846 or toll-free at 1-800-252-1846. If you've already signed up for BLC*Direct*, you must link your account to epost™. To do so, simply log in to BLC*Direct* and click on "My Profile," under "Communications Preferences." For more information, please visit our eStatements page at www.laurentianbank.ca/epost. This page features a tutorial explaining how to sign up for epost.

If you need help signing up for epost™, please contact a telebanking advisor at 514-252-1846 or toll-free at 1-800-252-1846.

Q. 5 : Will this fee change apply to my personal or equity line of credit, Visa, financing and investment statements?

No. These paper statements remain free of charge. However, in order to reduce your environmental footprint, we suggest that you switch to eStatements for all your products. Signing up for eStatements gives you several benefits, including waived account maintenance fees. In addition to being accessible quickly, anytime and anywhere, eStatements can be securely archived for seven years.

Q. 6 : I don't have internet access. Will I have to pay \$3 a month in Personal Banking account maintenance fees with paper statements?

Yes. This fee covers the costs of preparing and mailing your paper bank statement. To receive your eStatements free of charge, you must have access to the *BLC Direct* online portal. Our 100% Advice model promotes the use of online services for everyday transactional needs. In addition, by encouraging our customers to sign up for eStatements, we're reducing the use of paper. In addition to being accessible quickly, anytime and anywhere, eStatements can be securely archived for seven years.