

# Questions and Answers – New *Interac Flash*® card

April 24, 2023

## What is *Interac Flash*?

*Interac Flash* technology is a feature of the new Laurentian Bank debit cards. This technology lets you make contactless purchases. In other words, you can now make a payment at a merchant without even having to insert your card into the terminal and enter your PIN.

## General information on the rollout of the *Interac Flash* debit card

### Will the new *Interac Flash* card be automatically sent to me?

No, but you can request one. Otherwise, you'll be offered a new card when opening an account or when a card needs to be replaced.

### How can I tell if a card has *Interac Flash*?

Debit cards with *Interac Flash* are identified by the contactless payment symbol. )))



## Information on debit accounts and using the *Interac Flash* card for the first time

### How can I get my new debit card?

#### In-branch:

When you receive a debit card at a branch, our team can easily confirm your identity. Then, we can hand you an activated card that you can use right away to make transactions. However, to activate the *Interac Flash* contactless payment feature, you must first complete an initial PIN-debit transaction. This step is one of the ways our team can confirm that the customer attempting the transaction is the legitimate cardholder. This transaction can be done at a merchant location with a point-of-sale terminal or at a Laurentian Bank or THE EXCHANGE® Network ATM. Once activated, the contactless feature is available for future transactions at a merchant.

#### Received by mail:

As a security measure, when a new debit card is sent to you, it is inactive. Please refer to the procedure sent with your card. For any questions, you can contact Client Services at 1-800-522-1846, Monday to Friday: 7:00 a.m. to 9:00 p.m. ET and Saturday and Sunday: 8:00 a.m. to 8:00 p.m. ET.

Once the card is activated, the *Interac Flash* contactless payment feature must also be activated. To do so, you must first make an initial PIN-debit transaction. This step is one of the ways our team can confirm that the customer attempting the transaction is the legitimate cardholder. This transaction can be done at a merchant location with a point-of-sale terminal or at a Laurentian Bank or THE EXCHANGE® Network ATM. Once activated, the contactless feature is available for future transactions at a merchant.



### **Does my PIN change when I get a new debit card?**

Yes, since each card comes with its own PIN. However, if you wish to change your PIN, you can do so at any Laurentian Bank ATM or at one of THE EXCHANGE® Network ATMs.

### **Are the banking fees the same for the *Interac Flash* debit card as for the old debit card?**

Yes, they are the same. There is no additional fee for using a Flash debit card. However, if your transactional habits change after adopting the contactless debit card, it would be important to review your banking package with us, by calling Client Services at 1-800-522-1846, Monday to Friday: 7:00 a.m. to 9:00 p.m. ET and Saturday and Sunday: 8:00 a.m. to 8:00 p.m. ET.

## **Information on the daily use of the *Interac Flash* card**

### **How can I use the *Interac Flash* technology?**

You must complete the 3 following steps to use your *Interac Flash* debit card:

1. Confirm that the merchant's terminal accepts contactless transactions by looking for the *Interac Flash* or contactless payment logo on the terminal.
2. Approach the card to the secure reader.
3. Wait for the payment approval message. Once it appears, it means that the transaction has been successfully completed.

### **Is it safe to use *Interac Flash*?**

At Laurentian Bank, the security of our customers is one of our primary concerns. That's why we have chosen a trustworthy technology. Each card is equipped with an EMV chip to detect fraudulent transactions.

We have also put measures in place to limit the risks of fraud. A single contactless card transaction cannot exceed CAD 250. In addition, we have limited the amount of cumulative contactless spending to CAD 500 per day. Once this limit is reached, you will have to insert your card and enter your PIN to complete the transaction. This step is one of the ways our team can confirm that the customer attempting the transaction is the legitimate cardholder.

### **What are the purchase limits with a debit card?**

The purchase limit can vary. To get this information, contact Client Services at 1-800-522-1846, Monday to Friday: 7:00 a.m. to 9:00 p.m. ET and Saturday and Sunday: 8:00 a.m. to 8:00 p.m. ET.

For security reasons, the limit for *Interac Flash* contactless payment is CAD 250 per transaction. However, a merchant may choose to set the limit at a lower amount than that determined by Laurentian Bank. Please also note that you may be required to enter your PIN during a transaction for fraud prevention purposes or to reset the daily limit.

### **What should I do if my contactless payment transaction is declined?**

If your contactless transaction is declined, try to complete the transaction using your PIN. For your next transaction, you can use the contactless payment feature again.

### **Is *Interac Flash* available in the United States?**

No, this feature isn't currently available. No point-of-sale terminal transactions can be made in a foreign country currently with a Laurentian Bank debit card, including the United States.



## Other information about *Interac* Flash debit card

### What should I do if my bank card is lost or stolen?

In case of loss or theft, contact Client Services as soon as possible.

Call us at 514-522-1846 or toll-free at 1-800-522-1846. We're available 24/7.

### Can I stop using the contactless payment feature?

Yes, you can deactivate the *Interac* Flash feature on your card. To do so, contact Client Services at 514-522-1846 or toll-free at 1-800-522-1846. We're available every day, Monday to Friday: 7:00 a.m. to 9:00 p.m. ET and Saturday and Sunday: 8:00 a.m. to 8:00 p.m. ET.

### I've forgotten my PIN. How do I get a new one?

To get a new PIN, we'll send you a new debit card. To request one, contact Client Services at 514-522-1846 or toll-free at 1-800-522-1846. We're available every day, Monday to Friday: 7:00 a.m. to 9:00 p.m. ET and Saturday and Sunday: 8:00 a.m. to 8:00 p.m. ET.

### Can *Interac* Flash debit cardholders use the contactless payment feature on public transit?

Not at the moment, but we're working to make this feature available.

