

FAQ – Transition to a Modernized EFT Platform

Last Update: January 6, 2025

This FAQ is designed to answer most questions you may have about the transition to the new EFT platform. We will be updating it regularly to keep you abreast of how the transition is progressing.

General Information

1. Why are you replacing the existing platform?

Laurentian Bank is modernizing the Electronic Funds Transfer (EFT) platform to improve your banking experience. More specifically, the new platform will have a more intuitive interface and will provide you with a simplified navigation experience.

2. When will the new platform be launched?

The enhanced EFT platform will be accessible during 2025. We will be supporting you throughout the process to facilitate your transition to this new platform. You will receive regular emails advising you on how the project is progressing.

3. Is the current platform still accessible?

The existing EFT platform remains accessible for the time being and can be used as usual. We will keep you updated regarding the pending changes via our subsequent communications.

4. What will happen if I do not wish to use the new EFT platform?

You will no longer have access to the existing platform once we launch the new version. If you do not wish to use the enhanced platform and would like to suspend your access, please contact your Coordinator to advise them of your decision.

5. If I wish to make changes to my current EFT profile. Do I have to wait until I can access the new platform?

No, you do not need to wait. The existing EFT platform remains accessible for the moment, and you can use it as usual.

Please consult the current [support page](#), which includes the User Guide, for information on carrying out the various tasks on the EFT platform. You can also consult your Coordinator for more details.

6. Will my current parameters be changed?

No. While the enhanced EFT platform will have a more intuitive interface and will provide you with a simplified navigation experience, it will maintain all its current functionalities.

Preparing for the Transition

7. How can I prepare for the transition?

We invite you to consult our dedicated [support page](#) for the transition. We will be updating it regularly to provide you with all the information you need to make the transition as smooth as possible for your organization.

8. Do I need to do anything to transition to the new platform?

Certain actions may be required on your part over the course of the transition. We invite you to consult the dedicated [support page](#) for the transition to learn what measures need to be taken effective immediately.

Assistance

9. Who should I contact if I have any questions?

For more information or answers to any questions you may have throughout the transition process, please visit the dedicated [support page](#) for the transition or contact your Coordinator, who remains your first point of contact. You can also write to us directly at lbceflex@laurentianbank.ca.