



# Laurentian Bank

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Information Capsule on Managing Your  
Profile on the Visa Business Credit Card  
Platform

# Connecting to Your Account

Enter the following address: <https://cartescredit.banquelaurentienne.ca/businessportal/Home>.  
Once on the connection page, select the language you would like the platform to be displayed in.  
Then, enter your e-mail address and password, and click on “Login”.



Activate



If you're a personal customer, go to the [personal credit card login](#).

BUSINESS

## Credit card login

Email

claire.brmtstlisbonne@banquelaurentienne.ca

Password

[Reset Password](#)

.....

Remember me

Log in



# My Account

You will see the following page when you log in. To access your profile, click on your name at the top right of your screen.

A scrolling menu will appear.

The screenshot shows the Laurentian Bank My Account dashboard. At the top, there are navigation tabs: Dashboard, Activity, Rewards, and Spend. The user's name, Simon Brmtstmexique, is displayed in the top right corner. A yellow arrow points to this name. A red box highlights the dropdown menu that appears when the name is clicked. The menu contains the following options:

- My account
- My card
- Notifications
- Travel notice
- Contact us
- Language preferences
- Log out

The dashboard also displays the following information:

- Company spend info:** Spend limit \$300.00, Current balance \$0.00, Available spend \$164.80.
- My card details:** Card number, Expiry date, and CVC are partially visible. A Visa card image is shown.
- Top merchants:** A message states "You have not made any transactions this month."
- Spend breakdown:** A donut chart shows "There are no transactions this month." The breakdown table is as follows:

Category	Amount
Technology	\$ 0.00
Services	\$ 0.00
Transportation	\$ 0.00
Travel	\$ 0.00
Fees	\$ 0.00
Workplace	\$ 0.00

# My Card

The “My card” section allows you to:

1. Add an image to your profile (optional)
2. Consult your card details
3. Change your PIN
4. Report your card lost or stolen
5. Modify your personal information

**LAURENTIAN BANK**

Dashboard Activity Rewards Spend **SB**

### My account

- My card**
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### My card

**1** Simon Brmtstmexique

**2** Card details

**3** Change PIN

**4** Report lost or stolen card

**5** [Edit](#)

**Name**  
Simon Brmtstmexique

**Job title**  
[Edit](#)

**Email**  
simon.brmtstmexique@banquelaurentienne.ca [Edit](#)

**Mobile phone**  
[Edit](#)

### Security

**Password**  
\*\*\*\*\* [Edit](#)

# Card Details

When accessing “Card details”, the following options are accessible to you:

1. Lock the card
2. Lock online purchases
3. Lock foreign currency purchases

The screenshot displays the 'Your card details' page. At the top left, it says 'Your card details' with a close button (X) on the right. Below this is a card image for a LAURENTIAN BANK VISA card issued to Simon Brmtstmexique, with the card number SAE.PTA.NEW.18. Below the card image are three numbered buttons: 1. Unlock card (lock icon), 2. Unlock online purchases (computer icon), and 3. Unlock foreign purchases (globe icon). To the right of the card image are four input fields: 'Name on card' (Simon Brmtstmexique), 'Card number' (blurred), 'Expiry date' (05/28), and 'CVC' (405). Each input field has a copy icon on the right.

# Change Your Card's PIN

You can change your PIN as follows:

1. Enter the card number
2. Create your new PIN and confirm it
3. Click on "Next"

← Your card

## Change my PIN

### Step 1 of 2

Enter the following account details to change the PIN.

Card number

1

Next

← Your card

## Change my PIN

### Step 2 of 2

Please create a new card PIN. Avoid the following combinations:

- Your card expiration date
- Your date of birth
- Any 4 digit grouping of your card number
- Any consecutive numbers, such as 0123, 4321, 1111 etc.

NEW CARD PIN:

2

CONFIRM NEW CARD PIN:

Must be 4 digits

Avoid using obvious numbers

Back

3

Next



# Reporting a Lost or Stolen Card (1/2)

Clicking on “Report lost or stolen card” allows you to file your report quickly online.

Please read the information that appears carefully and click on “Yes” if you wish to proceed with the report.

You must then contact the Telebanking Centre at 1 800 252-1846 to replace the card in question and report potential fraud.



Report lost or stolen card ✕

**Do any of the following statements apply to the cardholder?**

- 1) Did the cardholder notice any suspicious activity on their account?
- 2) Did the cardholder change their address in the past 30 days?
- 3) Is the cardholder travelling outside of Canada?

Report lost or stolen card ✕

**Next steps**

Lock the cardholder's card immediately. For help or to get a replacement card, contact us at [1-800-522-1846](tel:1-800-522-1846).



# Reporting a Lost or Stolen Card (2/2)

However, if you click on “No”, the window shown on the right will appear.

Check your information and correct it if necessary. Click on “Confirm”.

You must then contact the Telebanking Centre at 1 800 252-1846 to replace the card in question.



### Report lost or stolen card

#### Confirm cardholder details

Upon confirmation, the cardholder will receive a digital replacement card immediately. The credit card will arrive in the mail within 5 to 7 business days to the company address.

**Email**  
[redacted]@banquelaurentienne.ca [Edit](#)

**Mobile phone**  
(514) [redacted] [redacted] [Edit](#)

**Current address**  
1360 Boul. René-Lévesque Ouest #600  
Montreal, QC  
H3G0E5

**Confirm**

### Report lost or stolen card

#### Next steps

Lock the cardholder's card immediately. For help or to get a replacement card, contact us at [1-800-522-1846](tel:1-800-522-1846).

**OK**



# Notifications

The “Notifications” section allows you to receive purchase notifications by e-mail.

You can receive notifications when:

- your credit limit is reached;
- a purchase is made with your card.

The screenshot shows the Laurentian Bank website interface. At the top, there is a navigation bar with links for Dashboard, Activity, Rewards, and Spend, and a circular logo with 'SB' on the right. Below the navigation bar is a 'My account' section with a list of options: My card, Notifications (highlighted with a red box), Travel notice, Contact us, and Language preferences. A yellow arrow points from the 'Notifications' option to the 'Personal notifications' section on the right. The 'Personal notifications' section has a toggle switch for 'Purchase notifications' which is currently turned 'On'. Below this is the 'Service notifications' section, which includes a heading and a paragraph of text.

LAURENTIAN BANK

Dashboard Activity Rewards Spend

SB

## My account

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## Notifications

### Personal notifications

**Purchase notifications** On

Get notified when a transaction goes through right away.

### Service notifications

**Fraud alerts, payment notices, service outage and maintenance messages**

To provide you with a better banking experience, we'll be sending you fraud alerts, service outage messages, upcoming payment reminders and payment confirmations.

# Travel Notice

The travel notice assures you that your card will not be flagged for suspicious activities.

To configure the travel notice:

1. Select your name
2. Add the destination where the card is to be used
3. Indicate the departure date
4. Indicate the return date

Click on “Add travel notice”.

*Note: If you have multiple trips upcoming, you can add them ahead on the platform.*



Dashboard

Activity

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## Travel notice

### Where are you travelling to?

To make sure that your card won't be flagged for suspicious activities, keep us informed on your upcoming travel plans.

Cardholder

1 Simon Brmtstmexique

Add Destination

2

Departure date

3 Select

Return date

4 Select

Add travel notice

### Destinations

You don't have any travel notices yet.



# Contact Us

The « Contact us » section allows you to:

1. Communicate with client services by e-mail
2. Reach client services by phone
3. Communicate with the purchase protection insurance line by phone
4. Communicate with the emergency travel medical assistance line by phone



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## Contact us

### 1 Send us an email

We're here to help. If you have questions or need help, send us an email.

✉ [support@cc.banquelaurentienne.ca](mailto:support@cc.banquelaurentienne.ca)

### Give us a call

If you prefer to speak to us, give us a call. We're happy to help.

### 2 Client Services

Canada and USA [1-800-522-1846](tel:1-800-522-1846) International (Collect) [1-514-522-1846](tel:1-514-522-1846)

We're available :  
Monday to Friday  
8:00 am to 8:00 pm ET

Weekends  
8:00 am to 5:00 pm ET

### 3 Purchase protection insurance

Canada and USA [1-877-287-8334](tel:1-877-287-8334) International (Collect) [1-514-286-8301](tel:1-514-286-8301)

Available every day at any time.  
Insurance benefits provided by Canassurance.

### 4 Emergency travel medical assistance

Canada and USA [1-877-287-8334](tel:1-877-287-8334) International (Collect) [1-514-286-8301](tel:1-514-286-8301)

Available every day at any time.



# Language Preferences

The “Language preferences” section enables you to select the language in which you wish to receive your communications.

To do so, choose your preferred language and click on “Change language”.


*Note: You can change the language in which you access the platform from the Login page.*

*To modify the language displayed on merchant terminals or on ATMs, please contact the Telebanking Centre at 1 800 252-1846.*




## My account

 My card

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## Language preferences

### Select your preferred language

Your current language is shown below. You can choose to receive your emails in English or French. To change your preferred language, switch options and select “Change language”.

**Note:** This change won't impact the language of your monthly statements, the language displayed on merchant terminals or ATMs. If you'd like to make a change, contact us at 1-800-522-1846.

If you have multiple cards linked to your account, you'll need to change the language preferences for each of your profiles.

English

French

Change language

