

NAVIGATING YOUR ONLINE ACCOUNT.

See the frequently asked questions below for tips on how to find your essential account information when you sign in to our online servicing site.

1. How do I view account details such as my current total balance, available credit, and minimum payment due?

- 1a) Click on the “Hudson’s Bay MasterCard®” or “Hudson’s Bay Credit Card” heading near the top left of the screen.
- 1b) Alternatively, click on the current total balance displayed at the top of the screen.

2. How do I find a list of my recent transactions?

Click on the “Activity” tab on the left side of the screen and select a statement period from the dropdown list. You will see a list of transactions for the statement period ending on that date.

3. How do I sign out of the online servicing site?

- 3a) Click on the profile icon on the top right of the screen.
- 3b) Click “Sign Out” at the bottom of the dropdown menu.

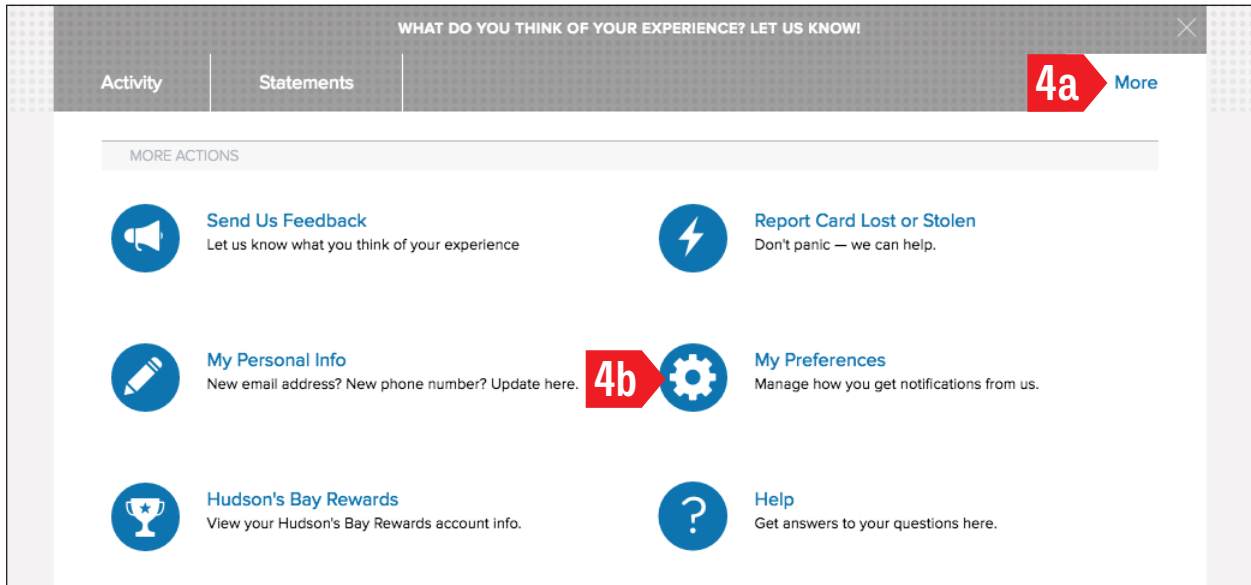
The screenshot shows the Hudson's Bay online account dashboard. At the top left, the text "HUDSON'S BAY" is displayed. In the top right corner, there are icons for help (a question mark) and a profile icon. A dropdown menu is open from the profile icon, showing options: "Personal Info", "My Preferences", and "Sign Out".

Callout 1a points to the "Hudson's Bay Credit Card (details)" link. Callout 1b points to the "CURRENT TOTAL BALANCE" which is displayed as "\$000". Callout 2 points to the "Activity" tab in a navigation bar that also includes "Statements" and "More". Below the tabs, there are two dropdown menus: "Activity Since Last Statement..." and "Date - Newest to Oldest". Callout 3a points to the profile icon, and callout 3b points to the "Sign Out" option in the dropdown menu.

Below the navigation bar, there is a section titled "WHAT DO YOU THINK OF YOUR EXPERIENCE? LET US KNOW!". Below this, a message states: "Looks like you don't have any charges since your last statement. Try another date range?"

4. Where can I sign up for paperless statements or set up account alerts?

- 4a) Click on the “More” tab on the right side of the screen.
- 4b) Click on “My Preferences”.



- 4c) Move the slider under the “PAPERLESS STATEMENTS” heading to the right to choose to receive paperless statements.
- 4d) Under the “EMAIL NOTIFICATIONS” heading, move the slider to the right next to the account alert(s) you would like to receive. Please note that if you choose to receive paperless statements, you will automatically receive the “Statement is available” account alert.
- 4e) Once you have finished, click “Save”.

