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.

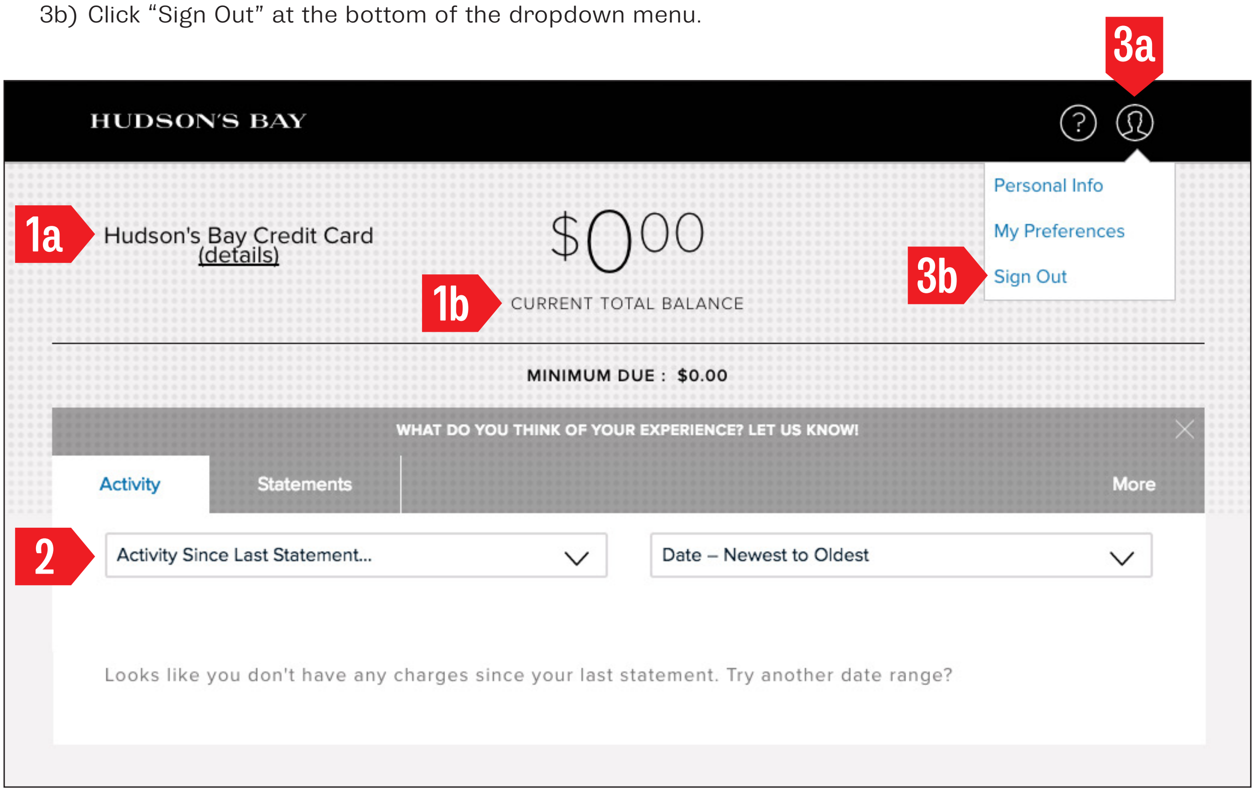
2. How do I find a list of my recent transactions?

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.

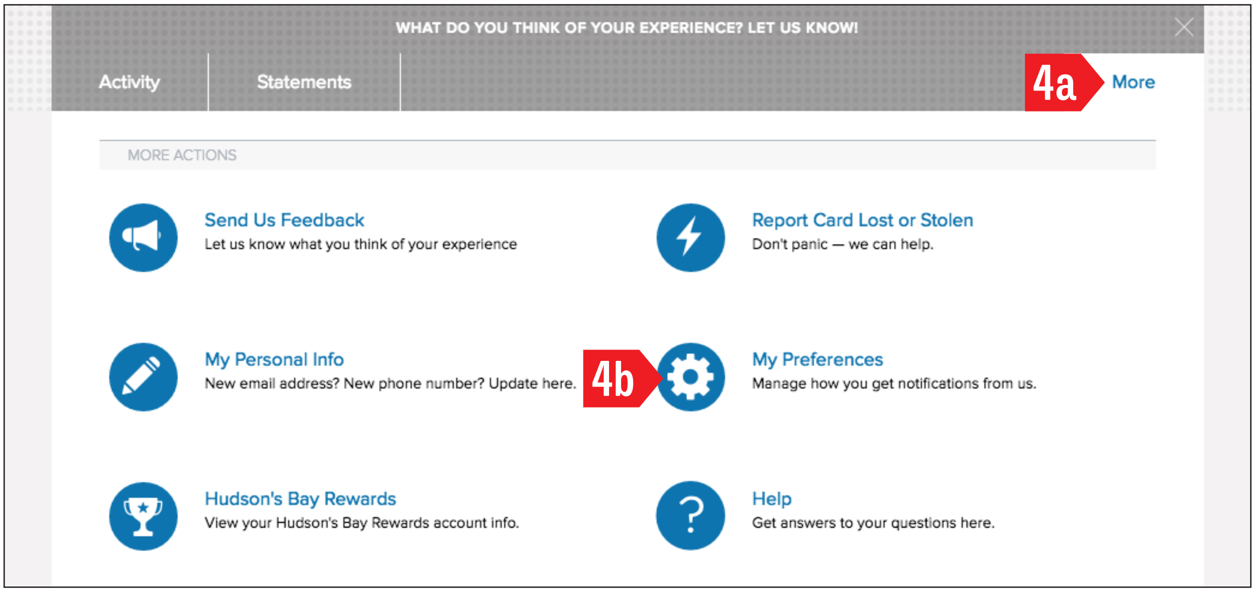
3b) Click “Sign Out” at the bottom of the dropdown menu.



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".