



A few changes are on the way as your SunTrust mortgage becomes a Truist mortgage

At Truist, we're in pursuit of a better banking experience for you. Our focus is on you and your needs. We want to thank you for being a SunTrust client and let you know about some things you can expect when your mortgage becomes a Truist mortgage. Your mortgage will seamlessly convert to Truist; however there are a few changes we want you to know about.

What's staying the same

- Your mortgage account number.
- The terms of your loan.
- Your payment amount and due date will not change as a result of our transition to Truist. Keep in mind on-going loan servicing activities such as escrow analysis will continue as normal.
- Our commitment to providing personal and responsive service when you need it.

What's changing

- Between February 19 and March 4, 2022, we'll be upgrading our systems. During this time:
 - While branches will be open, they won't be able to process mortgage payments.
 - You CAN make your mortgage payment through our Client Services at 800-634-7928; by mail at PO Box 79041, Baltimore, MD 21279-0041; or online via Truist.com or via mobile banking. Be sure to download our app at the App Store or Google Play.
- In the event that the posting of your payment is delayed due to our transition to Truist, please rest assured that we will not report your account as past due to the credit reporting agencies during the transition period.
- Beginning March 1, 2022, the address for submitting Qualified Written Requests, Notices of Error, and Requests for Information is changing to: PO Box 3307, Greenville, SC 29602.

Next steps

- You can choose online-only delivery for your statements through Truist Online Banking. And be sure to download the Truist Mobile Banking app at the App Store or Google Play so you can manage your mortgage account anytime, from anywhere.

Be on the lookout...

- You may receive additional communications from Truist in the coming weeks.
- Watch for our Truist branch signage to start appearing in your community.
- Starting Mid-February and throughout March 2022, Truist will be implementing technology changes as we combine systems of SunTrust and BB&T. If you would like more information about the conversion and how it may affect you, please visit [Truist.com/your-merger-guide](https://truist.com/your-merger-guide).

For questions about your mortgage, please call SunTrust at 800-634-7928, Monday-Friday, 8 am -8 pm ET, and Saturday, 9 am-3pm, ET. Thanks for your patience during this exciting time.

With Gratitude,
Your Truist Mortgage Team