

Fraud Inspector

General information

Fraud Inspector provides an added layer of security by allowing you to identify and curb potential fraud on your business deposit accounts. You can review activity on your Truist business checking and savings accounts and act quickly if suspected fraudulent activity appears. Funds return to your account in approximately one business day. Without Fraud Inspector, it can take up to 120 days for a bank to research potential fraud and post the funds back to your account.

You simply review the previous business day's transactions that have cleared your Truist deposit accounts and direct the return of suspected fraudulent items.

Key things to know

- You'll see branding changes, but features and functionality will stay the same.
- Your entitled users will continue to receive alerts.
- Suspect items will be accessed and decisioned in Truist Online and Mobile Banking rather than SunTrust Banking Online and Mobile.

Key things to do

If you haven't already done so, accept the Fraud Inspector terms and conditions within SunTrust Business Online and Mobile. If you haven't accepted the terms and conditions, your enrollment in Fraud Inspector won't transition to Truist Online Banking. You'll need to re-enroll in Fraud Inspector from Online Banking and accept the terms and conditions at that time.

Service description information

On February 20, 2022, your SunTrust account will become a new Truist account, and your treasury services will transition to Truist treasury services. For treasury services, service descriptions and certain pricing will be modified. Any pricing changes for deposit accounts or treasury services will be effective February 1, 2022.

We have worked to limit fee changes for our clients, but depending on your services and usage there may be changes to your entity's pricing. Your actual pricing may be different based on your usage of services, account types, or other agreements we have with you relating to pricing. To view your personalized treasury services pricing detail, please review your account analysis statement when it becomes available for the February 2022 period.

An overview of the changes to Treasury Solutions service descriptions, definitions and standard pricing for the services, is located [here](#). The service descriptions are shown by product and broken into three categories for ease of review as listed below:

- 1) **No Change** - Service Description and Definition provided for reference.
- 2) **Service description name change only** - The description on your statement will change, but the billing methodology and price are unchanged.
- 3) **Change to name, billing methodology and or price** - Services with a change to billing methodology or price are provided along with additional information to help you understand how any changes may affect your account.

Fraud Inspector

If you have questions about this information, contact Truist support at **877-882-1195**.
Representatives are available from 8 am to 6 pm ET, Monday through Friday on bank business days.