

U by BB&T

Becomes Truist Online and Mobile Banking

General information

Online and mobile banking allows you to manage your business finances securely and easily. Check your balance, transfer money, pay bills, deposit checks, and much more.

New and enhanced digital features include:

- A differentiated, customizable business dashboard with balances and transactions at-a-glance and useful widgets to make information more easily accessible.
- Alerts via email, SMS, and push notification.
- Digital access to Account Analysis statements that detail and break out deposit and treasury management fees.
- Multiple user access, customized for accounts and transactions, and with new features such as the ability to copy an existing user's permissions to a new user - now with no fee.
- Enhanced transaction download feature for greater flexibility.

ACH service:

- Funds for ACH payments will be debited from your account two business days before the effective date. For ACH payments with an effective date earlier than two business days, funds must be available in your account at the time the transaction is initiated. Previously, funds were debited one business day before the effective date.
- Now includes reusable templates with optional dollar limits for improved efficiency and control when sending payments to recurring recipients.
- Direct Deposit payments can be set up as recurring payments.
- Increased 3-day dollar limit.
- Ability to send ACH payments out of more than one business account.

Wire Transfer service:

- Increased 3-day dollar limit.
- Wire initiation cut-off time extended to 6 pm ET.

Enrollment for wire transfer and ACH as two separate services (previously bundled)

Optional features, for low monthly fees:

- Direct Connect – Syncs your Truist account information with Quicken® or QuickBooks®.¹
- Payment services – Real-time domestic and international wire transfers and next-day ACH payments, including direct deposit.

¹ Quicken and QuickBooks are registered trademarks of Intuit, Inc. Truist Online Banking services, which may be accessed through Intuit's Quicken and QuickBooks software, are owned by Truist, not Intuit.

Key things to know

Timing and access:

- Transitions from U by BB&T to Truist Online Banking are happening in waves between July and October 2021.
- Your existing BB&T Online Banking Agreement and Initial Disclosures remains in effect until October 10, 2021. After this date, you must review and accept the Truist Online and Mobile Banking Agreement for Business before you can sign in to Truist Online and Mobile Banking.
- A small number of users may be required to change their user name upon first sign in. We'll contact you if you're one of those users.

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Fees:

- Most fees assessed for your Truist Online Banking service will be detailed in a monthly account analysis statement beginning the month following your transition. The account analysis statement will be available in Truist Online Banking and the [Account Analysis Guide](#) contains information about how the statement is structured.
- Fees for stop payments will continue to be charged directly to your account at the time the stop payment is placed.
- Account maintenance and Reported Item fees will be charged if the billing account is one of the following account types: Commercial Interest Checking, Checking, Public Special MRC, Intercompany Checking, Intercompany Interest Checking, Corporate Edge Checking, Analyzed Interest Checking, Analyzed Interest Checking – Public Fund.
- The Truist Business Deposit Accounts Fee Schedule will be made available on truist.com in early October and will include a complete list of Truist Online Banking fees.

ACH service updates:

- All ACH payments will include “ACH CREDIT” as the description for recipients/payees. This description appears on the ACH recipients’/payees’ bank statements and digital channels and is more generic than the descriptions that appear with ACH payments currently sent from BB&TU (“PAYROLL,” “BUS DISB,” “PERS DISB,” or “TAX PMT”).
- For recurring and future-dated ACH payments, if funds are not available in your account two business days prior to the effective date, the ACH payment(s) may not be processed, and an insufficient funds fee may apply.
- You will no longer be able to place a payment in Pending Authorization status to be authorized at a later time. Also, any “stale dated” payments that have not been authorized by October 9, 2021 will not be available in Truist Online Banking.

Key things to do

- After your transition date, access Truist Online Banking from www.truist.com or through the mobile app to review and accept the Truist Online and Mobile Banking Agreement for Business.
- Visit Apple's App Store or Google Play to download the Truist mobile app.
- Review the Truist Business Deposit Accounts Fee Schedule (available on truist.com in early October) for the complete list of Truist Online Banking fees.

Service description information

On October 10, 2021, your BB&T 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 October 1, 2021.

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. To view your personalized treasury services pricing detail, please review your account analysis statement when it becomes available for the October 2021 period.

An overview of the changes to Treasury Solutions service descriptions, definitions and standard pricing for the services, is located [here](#). Your actual pricing may be different based on your usage of services, account types, or other agreements we have with you relating to pricing. 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.

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If you have questions about this information, contact Truist support at **877-882-1194**.
Representatives are available from 8 am to 8 pm ET, Monday through Friday on bank business days.