

Wholesale and Retail Lockbox

General information

Truist Wholesale and Retail Lockbox provides you with faster funds availability from check payments with increased accuracy and security. We act on behalf of your account receivables staff by opening your mail and processing and depositing your payments based on your instructions. Our lockbox services optimize the speed, efficiency, and accuracy of receivables processing, maximize cash flows, minimize payment processing costs, and allow you to focus on other critical functions.

Key things to know

- If you use processing sites in Baltimore, Charlotte, Cincinnati/Northern Kentucky, or Orlando:
 - There are no changes to your lockbox service functionality and capabilities in 2021.
 - You'll see Truist branding in Lockbox Online Image Browser and on reports.
 - You'll use a new URL to access lockbox services: <https://www.lockboxonline.truist.com>. The current URL, <https://bbtlockboxonline.iremit.cloud/LMS/bbt>, will automatically redirect for a period of time.
- If you use processing sites in Atlanta, Chicago, Dallas, or Los Angeles, there are no changes at this time. Look for further communication about upgrades to Receivables Online targeted for late 2021.
- For all processing sites, we plan some consolidation of lockbox services beginning third quarter of 2022 and will have a dedicated transitions specialist help you navigate the changes at that time.

Key things to do

For Baltimore, Charlotte, Cincinnati/Northern Kentucky, and Orlando processing sites, bookmark the new Lockbox Online Image Browser URL listed above.

Frequently asked questions

Where can I access Lockbox reference materials?

The Receivables page of the [Treasury Resource Center](#) contains user reference materials, such as quick reference guides and other helpful information related to Lockbox Services. Search the site for materials or resources related to other Truist treasury solutions.

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

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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.

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.