

Online banking instructions for deleting and setting up new recurring payment series

Step 1: Sign in to your online banking account and select Transfer & Pay, in the top menu bar.

Step 2: Select 'Transfer money & pay Truist accounts'.

Step 3: Select 'Manage Transfers' at the top of the screen.

Delete your current recurring payment in Online Banking:

Step 4: Select the 'Recurring Transfers' tab and locate the applicable payment.

Step 5: Select the ellipses icon beside the payment and select 'Delete Transfer'.

Step 6: When asked 'Are you sure you want to delete this transfer,' select 'Yes'.

Set up a new recurring payment in Online Banking:

Step 7: Select 'Accounts' from the top menu bar, and select the applicable account from the listing in the left-hand rail.

Note (For Home Equity Line of Credit (HELOC) clients only): **If you have a fixed rate option on your HELOC, ALWAYS select the account labeled as SUMMARY;** making this selection will allocate the payment as needed to the associated accounts displayed. **If you do NOT have a fixed rate option,** chose the only option available.

Step 8: Select the "Make Payment" button. The "To" field will be pre-filled with the loan or line information, which will be locked and displayed as 'Read only'.

Step 9: Select the radio button to indicate if the payment is coming from a Truist or Non-Truist account. Select the 'From' dropdown and select from those displayed.

Step 10: Select the 'Recurring' radio button.

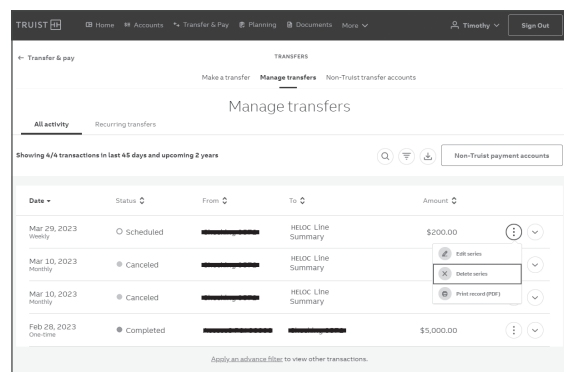
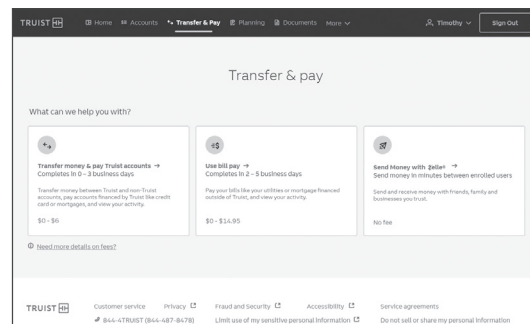
Step 11: Select a payment amount.

Step 12: Select the Frequency, then select the Duration, and then select the start date from the dynamic calendar.

Step 13: Type in a memo (optional), and then select 'Continue'.

Step 14: Review the 'Terms and Conditions.' Check the box acknowledging that the Terms and Conditions are understood and that the recurring payments are authorized. Select the 'Accept' button.

Step 15: Review the payment details; select 'Submit Payment'. If updates are needed, select 'Edit' in the upper right-hand corner and make your edits.



Transfer details

One-time | Recurring

Frequency:

Amount:

Start date:

Duration:

Memo (optional):

For your records only. Please don't include any personal or private information within the memo field that you want to remain confidential. 0/255

Mobile banking instructions for deleting and setting up a new recurring payment series

Step 1: Sign in to mobile banking.

Step 2: Tap on 'Transfer & Pay' in the bottom menu.

Step 3: Tap on the 'Transfer money & Pay Truist Accounts' button.

Step 4: On the 'Transfer' screen, tap on 'Manage'.

Delete your current recurring payment in the Mobile App:

Step 5: Tap on the recurring payment that you would like to delete.

Step 6: Tap 'Delete series'. A verification screen will appear asking "Are you sure you want to delete this series", tap 'Delete series.' This will delete the recurring payment.

Set up a new recurring payment in the Mobile App:

Step 7: Tap on 'Accounts' in the bottom menu.

Step 8: Select the applicable loan from the list displayed.

Note (For Home Equity Line of Credit (HELOC) clients only):
If you have a fixed rate option on your HELOC, ALWAYS select the account labeled as **SUMMARY**; making this selection will allocate the payment as needed to the associated accounts displayed. **If you do NOT have a fixed rate option**, chose the only option available.

Step 9: Tap on the 'Make Payment' button.

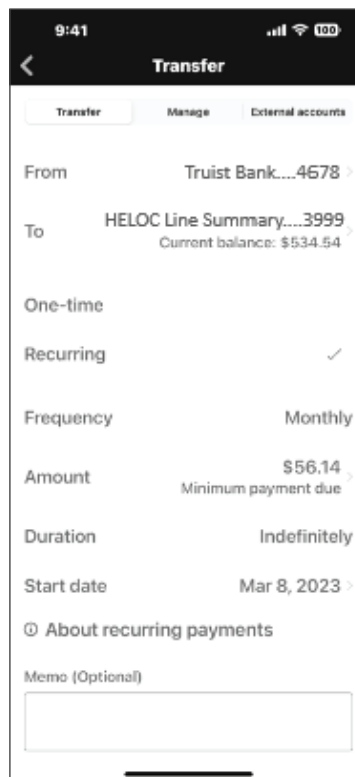
Step 10: Tap on the 'From' field and select from the Truist or non-Truist (if previously added) accounts displayed. NOTE: The 'To' field will be pre-filled with the account information, which will be locked and displayed as 'Read-Only.'

Step 11: Select 'Recurring'.

Step 12: Tap on the 'Frequency' field and choose an option.

Step 13: Tap on 'Select Amount' and key in payment details

Step 14: Tap on the 'Duration' field and select a duration.



Step 15: Tap on 'Start Date' and choose the start date for your recurring payment from the dynamic calendar.

Step 16: Type an optional memo and tap 'Continue.'

Step 17: Review the Terms and Conditions. Scroll to the bottom of the page and tap on 'I agree to the terms and conditions.' Tap 'Continue.'

Step 18: Review the entries made and tap on 'Submit payment'. If an update is needed, tap the back arrow to return to the previous screen.