

Bulk Image Statement Transmission

Becomes Image Statement Transmission

General information

Image Statement Transmission can add convenience to accessing your account information and transaction details by providing your Checking or Savings Account Statements through Direct Transmission. At Truist, we provide the tools and options to receive your banking information in the formats and frequencies that best suit your business needs. Image Statement Transmission gives you the ability to automate receiving your bank statements via a secured transmission.

Key things to know

- Your service isn't changing. But you will experience changes to your service code descriptions reflecting the product name.
- You'll also see branding changes as we convert to the Truist logo.

Key things to do

No action is needed from you right now.

Frequently asked questions

Can I receive my paper DDA statements and the Image Statement Transmission?

DDA statements are suppressed by default if an Image Statement Transmission is received. If you want to receive paper statements, please contact your Treasury Consultant. A higher fee may apply.

I want to receive images of my checks too. How can I view check images?

Check Images are available in our digital platforms, on CD-ROM, via Direct Transmission, or via the Enhanced Image Statement. Please contact your Treasury Consultant for more information.

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

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- 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.