

CD-ROM and Check Image Services

Becomes Truist Check Image Services

General Information

CD-ROM

CD-ROM check storage provides a cost-effective alternative to storing paper checks and deposit tickets. Use our CD-ROM viewer software to retrieve and display digitized images of checks from the CD-ROM. You can enlarge, rotate, or zoom check images for clearer viewing. If needed, copies of images can be printed from the CD-ROM.

Get a transmission of paid check images with a simple, comma-delimited index.

Key Things to Know

CD-ROM

- We've enhanced our CD-ROM offerings to enable archiving capabilities.
- You'll receive the new Truist CD-ROM viewer software which you'll need to install if you want to upgrade to use the archiving feature.
- We'll continue to support your plug and play monthly CD-ROM if no action is taken.
- We've replaced your current CD-ROM solution with an enhanced functionality when searching for an image.
- Images will now be viewed using Truist CD-ROM viewer software.
- You can archive images to make it easy to search multiple items.
- We'll continue to include your statements on your CD-ROM.
- Your billing statement will include new billing code descriptions, and you'll be provided new glossary definitions for service fees.

Check Image Transmission

- If you receive your images via Check Image Transmission, you'll continue to receive images with no change in service. The reference number will be expanded to 10 digits from the eight digits you see today. Positions three and four won't be truncated. You'll see the same reference number in your check image transmission and on your digital channel.
- Your billing statement will include new billing code descriptions, and you'll be provided new glossary definitions for service fees.

Key Things to Do

- You'll need to install the CD-ROM viewer software we send to you if you choose to use the archiving functionality.
- The viewer software must be installed on each computer used for viewing statements and images received on a CD.
- The data on the CD may be saved to a shared drive, allowing any employee with Truist CD-ROM viewer loaded on their computer to view the statements and images.

Frequently Asked Questions

Can I receive a digital CD-ROM?

In addition to viewing your images on the CD-ROM, your images can be viewed in the Truist digital platforms. It is on our product roadmap to provide a digital CD-ROM at a future time.

Where can I access Check Image Services reference materials?

The [Treasury Resource Center](#) contains user reference materials, such as quick reference guides and other helpful information. The Information Reporting page contains CD-ROM and Check Image Services materials. Search the site for 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 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.