TRUIST

Image Cash Letter

General information

Truist Image Cash Letter enables you to deliver a file of check images and data for posting to your deposit accounts. From your business locations, you scan checks to capture the check image, check amount, and MICR line data. Then, you securely transmit the X9.37i file to Truist.

Key things to know

- There's a standardized file receipt deadline of 11 pm ET on bank business days for current day processing.
- Continue to deliver ICL files the same way you currently do. No changes are needed to your existing ICL file format.
- We'll no longer require or accept control totals received by email at dl.fl.ipcontact@suntrust.com.
- We'll send new email alerts, including post-processing and end-of-day notifications.
- If you have an image quality adjustment report (IQAR), you'll continue to access it through Truist Online Courier.
- Your billing statement will include new billing code descriptions, and you'll be provided new glossary definitions for service fees.
- The new Image Cash Letter microsite will be available to access user guides, file specifications documents, and other reference material.

Key things to do

- Please make sure your email address is current for email distribution of alerts.
- Notify your bank representative if you don't want to receive ICL email alerts.
- As of February 22, 2022 you will no longer provide control total emails to the bank (if you are doing this today).

Frequently asked questions

During my conversion month, how will I be billed?
You will receive a Proforma with effective services and pricing beginning March of 2022.

Will my ICL files need to be dropped in a different location?
No, files will be dropped in the same location and address as used today. You will also use the same credentials to access the file transfer site.

Will my file format need to change?
No changes are required to your file format.

Where can I access Image Cash Letter reference materials?
The Treasury Resource Center contains user reference materials, such as quick reference guides and other helpful information. The Receivables page contains Image Cash Letter materials. Search the site for resources related to other Truist treasury solutions.

Service description information

On February 20, 2022, your SunTrust 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 February 1, 2022.

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 February 2022 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 **877-882-1195**.
Representatives are available from 8 am to 6 pm ET, Monday through Friday on bank business days.