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.

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		Transfer & pay		
What can we help you	with?			
**		45	3	
Transfer money & pay Truist accounts → Completes In 0 - 3 business days		Use bill pay → Completes In 2 – 5 business days	Send Money with \$elle* → Send money in minutes between enrolled users	
Transfer money between Truist and non-Truist accounts, pay accounts financed by Truist like credit card or mortgages, and view your activity.		Pay your bills like your utilities or mortgage financed outside of Truist, and view your activity.	Send and receive money with friends, family and businesses you trust.	
\$0 - \$6		\$0-\$14.95	No fee	
Need more details on fee	52			

						Sign Out	
(-	Transfer & pay			TRANSFERS			
			Make a transfer	Manage transfers Non-Truist tra	insfer accounts		
Manage transfers							
	Allactivity	Recurring transfers					
sh	owing 4/4 transa	ctions in last 45 days and upcom	ing 2 years		Q = A Non-Truist paym	ent accounts	
	Date +	Status 🗘	From Q	то \$	Amount O		
	Mar 29, 2023 Weekly	O Scheduled		HELOC Line Summary	\$200.00	<u>)</u> 🕤	
	Mar 10, 2023 Monthly	Canceled		HELOC Line Summary	Edit series X Delete series	•	
	Mar 10, 2023 Monthly	Canceled		HELOC Line Summary	Print record (PDF)	\odot	
	Feb 28, 2023 One-time	Completed	Anno100-044-04		\$5,000.00	1.	
			Apply.an.adva	nce filter to view other transactions.			

Transfer details	
One-time	
Frequency	
Weekly	\sim
Amount	
\$	
Start date	
	Ξ
Duration	
Indefinitely	\sim
Memo (optional)	
For your records only. Please don't include any personal or private information within the memo field that you want to	0/255
remain confidential.	
Continue	

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.

9:41	.ıl ≎ @		
<	Transfer		
Transfer	Manage External accounts		
From	Truist Bank4678		
To HELO	C Line Summary3999 Current balance: \$534.54		
One-time			
Recurring	~		
Frequency	Monthly		
Amount	\$56.14 -> Minimum payment due		
Duration	Indefinitely		
Start date	Mar 8, 2023 >		
③ About recun	③ About recurring payments		
Memo (Optional)			

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.

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