



Manage your mortgage using suntrust.com, our easy, secure Online Banking.



We are always looking for ways to enhance your experience, and now you can make payments, view statements and more using SunTrust's Online and Mobile Banking.

To learn how to manage your mortgage payments using suntrust.com, click on the statement below that best describes you:

-OR-

[Continue to suntrust.com](https://suntrust.com)

- › [I already bank with SunTrust and know how to use the site, but what are my new features?](#)
- › [I do not have access to Online Banking yet, how do I sign up?](#)
- › [I use ePay to pay my mortgage, what do I need to do?](#)
- › [I have recurring payments set up, is there any action I need to take?](#)

- › I already bank with SunTrust and know how to use the site, but what are my new features?

Great news, you have the convenience of your bank and mortgage accounts in one place! In addition to the email alerts you will receive, you will also have an option to sign up for text alerts on your mobile device. To stay informed, ensure that your email address is current by clicking on "My Settings", then "Address, Email & Phone."

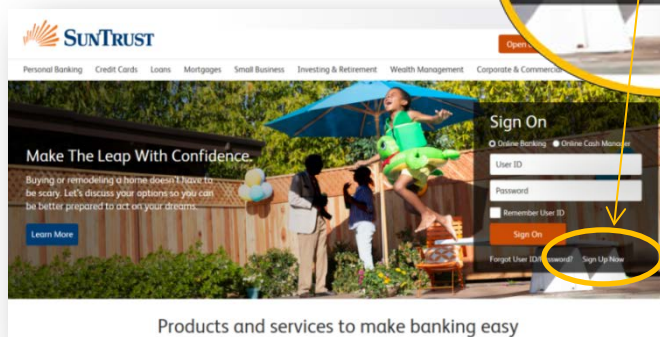
You are able to view details about your mortgage loan and make one time and future dated payments from a SunTrust or other Financial Institution account, to your mortgage account. After selecting the loan from the My Accounts list, click the Move Money or Pay quick link.



The Pay & Transfer screen will display and defaults to the One-Time screen. You can then make a One Time Payment or Make a Recurring Payment. You are also able to Edit or Delete an Online Banking Pending One Time Scheduled or Recurring Payment that has not yet processed.

- › I do not have access to Online Banking yet, how do I sign up?

Have one of your SunTrust account numbers handy (it can be mortgage, checking, savings, money market, loan, line of credit, or personal credit card); sign up here, or by selecting “Sign Up Now” from suntrust.com and following the online instructions.



- › I use ePay to pay my mortgage, what do I need to do?

Payments from ePay will no longer be accepted by SunTrust as of September 30, 2018. To ensure an uninterrupted payment schedule, please take the following action as soon as possible:

- 1) Log into your ePay account at suntrust.com/epay
- 2) Cancel recurring and future payments as applicable following the site instructions
- 3) At suntrust.com, log into your existing account or create a new account (have your mortgage account number handy)
- 4) Select Mortgage Loan from My Accounts List
- 5) Click Pay
- 6) Choose Recurring from the Pay & Transfer screen
- 7) Complete the payment information fields
- 8) Click **Submit**; review and accept the terms of conditions
- 9) Verify your information is correct and then hit **Submit** to complete

- › I have recurring payments set up, is there any action I need to take?

SurePaySM:

If you have recurring payments set up through SurePaySM, you do not have to take any action. We will move your SurePaySM account to Online Banking on your behalf on October 27, 2018.

ePay:

Effective September 30, 2018, SunTrust will no longer accept payments from ePay. Please discontinue use of the ePay site and make your payments on Online Banking.

1. Cancel any existing future or recurring payments at suntrust.com/epay
2. At suntrust.com, log into your existing account or create a new account
3. Select Mortgage Loan from My Accounts List
4. Click Pay
5. Choose the payment type from the Pay & Transfer screen
6. Complete the payment information fields
7. Click **Submit**; review and accept the terms of conditions
8. Verify your information is correct; hit **Submit** to complete

