



SunTrust Bill Pay Guarantee

Pay, receive, and manage your bills online with no worry! Thanks to the SunTrust Bill Pay Guarantee, you can be confident that your payments are always safe and on-time. That's because when your payments are processed through SunTrust Bill Pay, you are protected from the unlikely event of unauthorized transactions or processing delays.

Suspect fraud? Please notify us within two business days of when you suspect an unauthorized transaction.

Payment late? As long as you have scheduled a payment in accordance with the SunTrust Online Services Agreement, SunTrust will bear the responsibility for any late payment-related charges should a bill payment arrive after its due date. In order to ensure that your payment arrives by the payment due date, some payments may arrive early, particularly when the payment date is on a weekend or holiday.

That's a bold guarantee, but one you can rely on. With the SunTrust Bill Pay Guarantee, you know your payment will get where it is supposed to go – safely and on schedule!