



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 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, up to \$50.00 per payment, should a bill payment arrive after its due date. Some payments may arrive early. In order to ensure that your payment arrives by the payment due date, please make sure there are sufficient available funds in your account to cover your payment beginning a few days before the scheduled payment is deducted from your account. By doing so, you may avoid being charged overdraft, returned item, or other applicable fees.

Contact the client contact center at 800-382-3232 for assistance with late payment related charges.

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!