



New Internet Banking Platform

The New SunTrust Bank Internet Banking Platform promises convenience and great customer experience.

SERVICES/UNIQUE FEATURES AVAILABLE ON THE NEW SUNTRUST BANK INTERNET BANKING PLATFORM

- Open an account instantly
- Self service
- Know your relationship officer
- Set up recurring bills payment and transfers
- Buy Airtime
- And much more

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What is the SunTrust Bank Internet Banking platform?

This is a real time solution that enables you access your SunTrust Bank account 24/7. You can use our Internet Banking Platform to securely view your account balances and activity, transfer money between accounts or transfer to other accounts and also pay bills.

Who can access the Platform?

All SunTrust Bank account holders.

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What Can a Customer Do with the SunTrust Bank Internet Banking Platform?

Customers can check account balances, view account statements, view and download transaction history for various accounts You can also **pay bills** (DSTV, PHCN etc) **Transfer Funds** (within SunTrust and other Banks) and **buy airtime** from any network. .

Should I have a certain mobile carrier or phone to use Internet Banking platform?

No. You can access the platform from any device i.e Laptop, Desktop, smart phone, Tablet etc that has a web browser and internet data.

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Is the SunTrust Internet Banking platform secure?

Yes. The SunTrust Internet Banking platform keeps your personal information safe and secure. Our Internet Banking platform uses encryption to protect your personal data.

How do I get started using SunTrust Internet Banking platform?

Visit the Internet Banking platform through the SunTrust Bank website.
www.suntrustng.com

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How Do Customers Log in the First Time?

For first time log in, customers must use the account number and tick the 'terms and agreement' section to proceed further. The password must be generated to one known by only the customer. The customer can choose to create their 4-digit PIN required for transaction authorization immediately after first log in.

How do I transfer money between accounts?

To transfer money, open the Internet Banking platform and select "Send Money" from the dashboard. Then, choose the account to transfer from, and then select the account to transfer to. Enter the amount to transfer, select OK and review and confirm the information is correct.

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Whom do I contact if I need help?

To get help in person, find the SunTrust Bank location near you. To get help by phone, kindly contact our contact center on 09087331440.
For more information visit our website on www.suntrustng.com

How do I open an account on the Internet Banking Platform?

Click on the link to open a SunTrust Bank account and input your BVN details and tick the 'terms and agreement' section to proceed to open the account.

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How do I address forgotten credentials?

Click on the forgot credentials to reset your password, PIN or username details.
Click on unblock to reset your profile on the platform.
A reset link will be sent to your registered email address. **Kindly follow the prompt.**