



Notice of Discontinued Popmoney Service

We wanted to take this opportunity to inform you that our Popmoney® personal payment service partner has decided to discontinue the Popmoney service, effective 6/30/2023. As a result, Popmoney **will no longer** be available to customers of SouthTrust Bank, N.A. as of 6/30/2023.

What you need to know:

- Payments created on 6/30/2023 until 5 p.m. CT will be processed. No new transactions will be processed after 5:00 p.m. CT on 6/30/2023.
- We recommend canceling recurring or future-dated payments that are scheduled for delivery after 6/30/2023. No recurring or future-dated payments will be processed after 6/30/2023.
- Transactions initiated before 5 p.m. CT on 6/30/2023 will be processed. Recipients who are registered Popmoney users will receive payment automatically. If the recipient is not a registered Popmoney user, they will get notification through email or text messages with instructions on how to accept the payment. If the payment is not accepted after 10 days, funds will be returned to the Sender.
- If you are the recipient of any pending Popmoney payments, please accept or cancel the payments by 5 p.m. CT on 6/30/2023. Cancelling the payment will result in the funds being returned to the sender.
- While you will no longer have access to Popmoney to view or manage your payment history, you may review your Popmoney transactional activity in your bank statement.

As we continue to look for other payment options to better serve our customers, you can request to transfer funds using the Bank's wire services or ACH services. Please contact your account officer or Branch location for more information.

We appreciate your understanding and apologize for any inconvenience this might cause. For questions and concerns, please contact our customer service representatives at 361-449-1571 or treasury@southtrust.com or by mail at PO Box 2230, George West, TX 78022. You may also visit one of our banking locations, found on our website, www.southtrust.com.