

My Solutions Call Center FAQ Script

Getting Started

What is My Solutions?

My Solutions, SunTrust's free web-based service, consolidates your personalized information and financial goals in one place. It enables you to create a customized summary of financial news and stock quotes (by CBS MarketWatch) and regional news, top headlines, weather (by YellowBrix) and more based upon your preferences.

Why should I register for My Solutions?

Your complex financial needs and goals are likely to change often. Under a single login, **My Solutions** keeps you up to date, informed and empowered. It puts you in control of the real-time information and tools you need to run your financial affairs – on your own terms and at your own pace. Plus, registered users receive special money-saving offers!

How is My Solutions different from Internet Banking?

My Solutions allows you to personalize information relevant to you and your finances. It does not provide online banking capability as such. Internet Banking, on the other hand, allows you to check account balances, view your transactions, and pay bills online. You can access Internet Banking through **My Solutions**. Combined, the two provide a great resource to help manage your finances.

How do I add My Solutions to my Favorites/Bookmarks/Favorite Places?

Go to the **My Solutions** site (www.mysolutions.suntrust.com). Internet Explorer users, choose Favorite | Add Favorite from the browser's main menu. Netscape users, select Add Bookmark. America Online (AOL) users, click on the blocky red icon that looks like a heart in the upper right corner. Answer "Yes" to the browser dialog. To return at any time, select Go to | Favorite Places from the main menu and double-click the www.mysolutions.suntrust.com icon.

How do I make My Solutions my home page?

Explorer 5.x

- Go to <http://www.mysolutions.suntrust.com>.
- Select *Tools* | *Internet Options...* from the main menu.
- Click on the *General* tab.
- Click the *Use Current* button.
- Click *OK*.

Explorer 4.x

- Go to **<http://www.mysolutions.suntrust.com>**.
- Select *View | Internet Options...* from the main menu.
- Click on the *General* tab.
- Click the *Use Current* button.
- Click *OK*.

Netscape 4.x

- Select *Edit | Preferences...* from the main menu.
- Select the *Navigator* category on the left.
- Under *Navigator starts with*, check *Home Page*.
- Under *Home Page*, type **<http://www.mysolutions.suntrust.com>**.
- Click *OK*.

America Online (AOL)

- Go to **<http://www.mysolutions.suntrust.com>**.
- Right-click on the URL (web address) and choose *Copy URL to Clipboard*, or CTRL+C.
- Select *Members | Preferences* from the main menu.
- Click the *WWW* icon.
- Click on the *Home Page* field, then CTRL+V to paste, or type in **<http://www.mysolutions.suntrust.com>** manually.
- Click *OK*.

Does My Solutions cost anything to use?

No. There is no fee to access this service.

Using My Solutions

How do I personalize My Solutions?

During registration, choose which types of information you want to view. Later, if you wish, use Update My Goals in the left-hand My Preferences box. Likewise, you can refine your preferences for Regional News, Market/Personal Finance News, Stock Watch, Market Indices and Weather both at registration by the Continue to Customize My Page button. Afterwards, use the Customize My Page link in the My Preferences box.

Can I see regional news or weather for cities other than the one in which I currently reside?

You can view regional news for up to 156 different U.S. cities and weather for virtually any city in the world. If you want to change your defaults, click on Customize My Page. Respectively, select Regional News or Weather, when prompted. If you want to view the weather in another city, but retain your default, simply enter the city name or zip code in the lookup field and click Go.

What are the benefits of defining My Goals within the site?

By selecting goals relevant to your needs and interests, you receive customized hyperlinked solutions that appear in the Achieving My Goals section.

Where do I go to get immediate answers regarding my personal finance questions?

Email or call us. The number listed specifically for your area is located in the Contact SunTrust box on **My Solutions**.

How do I track stocks?

Select Customize My Page and choose Stock Watch to update the stocks you wish to track. Use the Symbol Lookup to ensure you've entered the correct ticker symbol.

Can I pay my bills through My Solutions?

Yes, if you are an existing Internet Banking customer. During registration or on the Update My Profile page, check the Internet Banking option under Easy Access to Online Services. There are three entrances to Internet Banking:

- **My Solutions** tab > Internet Banking on any page
- Logon to Internet Banking on right side of the home page
- Logon dropdown in header of any page

How do I change or update my profile?

At any time, select Update My Profile from the left-hand My Preferences box. Here you can change your contact information, request special email offers, and choose what online services you wish to access.

Can more than one person have a My Solutions account on a single computer?

Yes, as long as users register individually and have separate usernames and passwords. Such users should **not** select the Automatically Log Me in Next Time checkbox during registration or on the Update My Profile page. Otherwise, the **My Solutions** view will default to a particular user. You can force a manual logon by unchecking the auto-login feature. Then simply close your browser and return to **My Solutions**.

Login and Passwords

What information is required for me to register for My Solutions?

The registration process is quick and simple. It involves answering a few short questions and creating your username and password.

What if I forget my username?

You will not be able to access your account without re-registering. For security reasons, we cannot send you unauthenticated user information. If you are an Internet Banking customer, we recommend using your Customer Identification Number (CIN) as your username to make it easy to remember.

What are some tips for creating a secure password?

Because your password is your key to personalized information, you need it to be as secure as possible.

- Choose a password that is easy to remember, so you don't have to write it down.
- Don't share your password with anyone.
- Use a combination of letters and numbers, avoiding obvious birthdays, addresses, pet names, etc.
- Always sign off when you're finished using **My Solutions**.
- Remember that your password is case-sensitive.

What if I forget my My Solutions password?

The password reminder question you provide during initial registration should help jog your memory and enable you to access your account. Once you successfully answer your question, we will prompt you to change your password.

How do I change my My Solutions password?

You can change your password by clicking on Update My Profile from the left-hand My Preferences box. We will ask you to provide your old password as well as your new one – twice – for verification. Note that your **My Solutions** password is a different than your Internet Banking password. Changing or forgetting one will not affect the other.

Privacy and Security**Is my personal information on My Solutions secure?**

Yes, absolutely. SunTrust is dedicated to protecting your privacy and personal information. Our safeguards employ established industry standards and procedures. We also continually assess and implement new technologies to best protect you and thwart emerging threats. Visit our Privacy and Security sections at the bottom of the page to learn more about what SunTrust – and you – can do to keep private information secure.

What is SunTrust's privacy and security policy?

Learn more about SunTrust's Privacy and Security policy by clicking on the links in the footer of any page.

Will my information be kept private and not be sold to, or shared with, another company?

My Solutions is committed to safeguarding your privacy. We will not release your information to any third-party entity without your explicit consent. For more information, visit our Privacy and Security sections via the links in any page footer.

Is anyone able to access my personal information?

No. Confidentiality is our top priority. Your password is stored in an encrypted, secure database behind a firewall. We encourage you to review our Privacy and Security policy for more details by clicking on the links in the footer of any page.

Troubleshooting

What if I have a question or problem with one of my accounts?

Contact a SunTrust Customer Service Representative for help.

How often is My Solutions information updated or “refreshed”?

All stocks and indices are updated continuously throughout the day. Data from Stock Watch and Market Indices is refreshed every 15 minutes. News and weather are updated several times a day, as new articles are published and conditions change.

How do I get back to My Solutions from an application or site?

If you're at the SunTrust site, simply click on the **My Solutions** graphic at the top of the page. If you're elsewhere on the web, enter **www.SunTrust.com** in the address field of your browser, then click on the graphic when it appears. As a security precaution, remember to log off before leaving SunTrust.com.

How do I use the symbol lookup to find a ticker symbol?

If you're not sure of a security's ticker symbol, select Symbol Lookup under the Stock Watch section. Enter the name of the security and then choose the correct symbol.

Technical Help

Will I need to download any software?

No. You use a browser to access **My Solutions** through the internet. No additional software is required.

Can I access My Solutions from any computer that has an internet connection?

Yes. **My Solutions** is an Internet-based service accessible by any device connected to the internet and running a compatible browser on an appropriate operating system.

Does My Solutions use cookies?

Yes. **My Solutions** uses cookies to aid in displaying information more effectively for you. Any time a cookie is used, your personal information is encrypted and used for internal purposes only.

What are cookies and what are they used for on My Solutions?

A “cookie” is a small, harmless text file on your computer’s hard drive. It identifies you as a unique customer to the **My Solutions** server when you visit the site. It helps automatically log you in each time, so you don’t have to re-enter your information. It also helps us determine who you are quickly, so we can efficiently deliver your personalized content.

How do I enable or “turn on” cookies in my browser?

This process varies among browsers. SunTrust sites do not support all browsers or browser versions. For example, AOL for the Macintosh, Opera, Internet Explorer 3.x and 6.x and Netscape 3.x and 6.x are not supported. Consult the list below.

Explorer 5.x

- Select *Tools | Internet Options...* from the main menu.
- Click on the *Security* tab.
- Choose *Custom Level...*
- Scroll down to the *Cookies* section.
- Enable *Allow cookies that are stored on your computer* and *Allow per-session cookies*.
- Click *OK*.

Explorer 4.x

- Select *View | Internet Options...* from the main menu.
- Click on the *Security* tab.
- Choose *Custom* and click *Settings...*
- Scroll down to the *Security* section.
- Enable *Always accept cookies*.
- Click *OK*.

Explorer 4.x and 5.x (Macintosh)

- Select *Edit | Preferences...* from the main menu.
- Expand the *Receiving Files* menu.
- Click the *Cookies* subheading.
- Under *When Receiving Cookies*, choose *Never ask*.
- Click *OK*.

Netscape 4.x

- Select *Edit | Preferences...* from the main menu.
- Choose *Advanced*.
- Enable *Accept all cookies* or *Accept only cookies that get sent back to the originating server*.
- Click *OK*.

What is SSL encryption and what is it used for on My Solutions?

SSL stands for Secure Sockets Layer, an encryption technology that ensures secure connections between browsers and web servers. For your security, we use SSL for pages containing personal information.

What browsers does My Solutions support?

My Solutions currently requires a browser that supports SSL encryption, JavaScript 1.2 and cookies in order to use all available features. We recommend using one of the following supported browsers:

- **PC:** Netscape 4.0+, Internet Explorer 4.0+, AOL 4.0+
- **Macintosh:** Internet Explorer 5.0+ and Netscape 4.75+