

Readiness Checklist

Synovus Gateway



On June 7, 2021, we will replace the Business Banking Center (BBC) and Business Internet Banking (BIB) with Synovus GatewaySM – our enhanced digital business banking solution. In order to ensure a seamless transition for your business, below are recommended actions to prepare in advance, as well as important steps to take when accessing Synovus Gateway for the first time.

Get ready! Actions to complete before June 7

- 1. Verify your contact information by Wednesday, June 2.**

Log in to the Business Banking Center (BBC) to make any needed updates. **Note: Valid phone number and email address are required to receive a one-time Security Access Code via text message, email, or voice call to access Synovus Gateway for the first time on June 7. Your preferred business email address is also needed to receive important Synovus Gateway communications, including your Synovus Gateway Login ID.**
- 2. Review the resources available at synovus.com/gateway to know what to expect.**
 - [Enhancement Summary](#) provides an at-a-glance view of important dates and enhanced features and functions, while the [Transition Guide](#) provides detailed information, including general FAQs.
- 3. As an online banking administrator, your Synovus Gateway Login ID and Login IDs for any users are included within this communication.**

Please share the enclosed Login IDs with your company's other online banking users to ensure Synovus Gateway access on June 7. To ensure receipt, Login IDs also will be sent via email from customer care@synovus-email.com to all administrators and users.
- 4. If you use Bill Pay, be sure to schedule any payments within the BBC by May 30.**

Access to Bill Pay within the BBC/BIB will be deactivated on May 30 to prepare for the transition to Synovus Gateway Bill Pay. **Note: The final date that payments may be scheduled is May 30 with a payment processing date on or before June 4. Any recurring payment models will be converted to Synovus Gateway Bill Pay. Administrators will need to set up designated eBills within the new application upon initial log in June 7. See the [Synovus Gateway Bill Pay Get Started Guide](#) at synovus.com/gateway for instructions.**
- 5. Download and save any secure messages you wish to retain from the BBC.**

With Synovus Gateway, you will have access to the account balances and transaction detail associated with your BBC account. However, messages currently available in your BBC secure message center will not be migrated. **To retain messages, download and save before your BBC access is deactivated on Friday, June 4, at 6 p.m. ET.**
- 6. Take a test drive to ensure you are ready when Synovus Gateway arrives.**

Access [Synovus Gateway Digital Resources](#) for interactive demos to get familiar with menu options and online and mobile features. Bookmark the site for future reference.

See other side for log in instructions and actions to complete on Monday, June 7.

Let's go! Actions to complete on Monday, June 7

1. First-time log in instructions: Log in to Synovus Gateway from the synovus.com Home page.

To log in for the first time, go to the synovus.com Home page:

- From the “Manage Your Account” drop-down menu, select **Synovus Gateway**;
- Click or tap **First time login?** and enter your **Synovus Gateway Login ID** (provided to you by email) into the “Login ID” field and click or tap **Submit**;
- On the Select Secure Access Code Target page, click or tap your desired contact method – either text, email, or voice call – to generate a Secure Access Code;
- When the code arrives, enter the code on the Secure Access Code page and click or tap **Submit**;
- Enter a password, then re-enter it in the Confirm Password field and click or tap **Submit**.

Note: If you have difficulty at first log in with requesting or receiving the Secure Access Code, please contact Customer Care. See the [Transition Guide](#) for additional first-time log in information, including Secure Access Code details and password requirements.

2. Familiarize yourself with the Synovus Gateway Home page, menu, and practice navigation.

Review the main menu and services to familiarize yourself with the new application, the Home page, and how your information has carried over. The Home page is always your landing page for convenient access to services, account overview, and quick actions.

3. If you use Bill Pay, set up designated eBills within your new Synovus Gateway Bill Pay application.

Administrators will need to set up designated eBills within the new application upon initial log in in June 7. See the [Synovus Gateway Bill Pay Get Started Guide](#) at synovus.com/gateway for instructions.

4. Download the Synovus Gateway mobile app.

One of the most exciting enhancements with Synovus Gateway is the mobile^{1,2} app for anytime, anywhere access to digital business banking and mobile deposits. To download:

- go to the Apple App Store on an iOS device or Google Play® on an Android® device;
- search for “Synovus Gateway” and follow the prompts to install.
- For device requirements, see the [Transition Guide](#).

5. Review and establish Alerts.

From the Home page, navigate to **Settings** and then select **Alerts**. Review and select the notifications you'd like to set up; or, change your delivery preference for receiving alerts for important events, account status, and transactions. Add synovusgatewayalerts@business.synovus.com to your safe list to ensure receipt of auto-generated emails and alerts.

Additional resources and assistance

[Synovus.com/gatewayresources](https://synovus.com/gatewayresources) provides important reference documentation, including quick start guides and a comprehensive user guide, as well as a link to [Digital Resources](#) for website and mobile app demos. For additional assistance, contact your relationship manager or call Synovus Customer Care at 1-888-SYNOVUS (796-6887).

¹The Synovus Gateway mobile application requires your mobile service provider's data and/or text plan. Message and data rates may apply.

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