# FAQs about Jamie, your new virtual assistant.

- **Why is 888-SYNOVUS changing?** We have enhanced the telephone banking system to help get you the information you need in a quickly and efficiently. We're introducing Jamie, your interactive virtual assistant.

- **Why doesn't Jamie understand me?** Jamie is an interactive voice assistant taught to recognize phrases and questions. It can be difficult for Jamie to understand callers if there is background noise or callers are using speakerphones. We have a team who actively reviews the calls to determine if Jamie is having difficulty understanding customers and they make quick changes to help enhance the customer experience.  If you encounter any issues, feel free to share that feedback with our agents, and they will escalate your concerns.

- **Why am I receiving a text from Synovus?** Jamie may ask you to complete a one-time password to help verify your identity so that you can get the necessary information requested or maintenance completed on your account. He will text you a one-time password which you will then give to Jamie. Agents are available to assist you if needed.

- **Can I transfer funds to another account that I do not own?** To help secure your information, Jamie will only transfer funds to and from accounts with the same owner. If you would like to transfer funds to another person's account, you can speak with an agent or complete the transfer using Zelle on My Synovus.

- **How can I speak with an agent?** Jamie is there to assist you, just like our agents do today. He can provide you with information and get you to the correct agent if necessary. If you wish to speak with an agent, the quickest way to do so is by telling Jamie what you need and authenticate your identity. Once you do that, you can say "agent" at any time, and you'll get forwarded to the appropriate team.

- **Can I use touchtone instead of saying what I need?** We have enhanced our system to serve you better. If you don't want to say things like the last four digits of your account aloud, you can type in that kind of information.

**SYNOVUS**®