



Truist Bank Update August 18, 2026

Truist Bank-Everyone should know by now that we are switching banks to Truist Bank. Most owners have received their coupon books, but not everyone. If you haven't received it by the end of the week, please send me an email and I will request a replacement book. There are many payment options going forward.

- If you are currently on autopay through Centennial Bank, your September payment will be paid as always. All Centennial autopay accounts will be terminated on September 20th. You will need to send your October payment to Truist through one of the many options. Regardless of which option you choose going forward, you should make October your effective date for future payments.
- If you want to sign up for autopay through Truist, the fastest and easiest way is to sign up online. Go to **truist.com/payments**, then hit Pay Now or Enroll box. You will need to enter two specific numbers which are your serial account number and bill payment number. These individual account numbers can be found on your coupons. I can provide them to you if you send me an email. You do not need to wait for your coupon book.
- I uploaded an enrollment form on the Pinestone website under **community information/forms and applications**. You will need to enter the two account numbers on this form as well. Or
- There is an enrollment form you can use in your coupon book. All you need for that form is your bank account information. Everything else is already on your form.
- If you prefer to use your online banking from your personal bank, there is a form in the coupon book with instructions and mailing addresses. Be sure to use your bill pay number as your account number. I also uploaded the instructions to the website. Contact me if you are not sure what your bill pay number is.
- If you signed up for autopay through the Progressive owner's portal you will automatically be ported over to Truist.

If anyone has any questions, you should speak to me only.