

## **How do I...**

### **Open an Account**

For domestic customers, you can now open your account online. Just click on Open an Account and follow the steps until completion. A Bank Representative will contact you if additional information is needed. For international customers, you should call 305-567-0600 and speak to one of our Relationship Managers.

### **Set up Online Access**

Go to [sunstatefl.com](http://sunstatefl.com) and click on "If you're not currently a user, please Enroll here!" and follow the steps to set up your username and password. If you want to find out more about our online net banking, you may click on "Retail Demo".

### **Contact Customer Service**

If you need help, Customer Service is available for US and International Customers.

☑ Contact your Relationship Account Manager or 1-305-256-0900

☑ Brazilian Customers: 11 3500-5823 or 11 3500-5824

### **For ATM/Debit Card lost or stolen**

Call 305-256-0900 during regular business hours or 1-800-500-1044 24 hours, seven days a week.

### **Change My Address, E-mail or Phone Number**

To change your address, email or phone number, you should contact your Relationship Account Manager or call 305-256-0900. A Bank Account Representative will walk you through the change process.

### **Re-Order checks**

You can reorder checks online by accessing your account at [www.sunstatefl.com](http://www.sunstatefl.com). Also, you may call your Relationship Account Manager to help you to process the request.

### **Reset My Password, User ID**

You can reset your password online. You should click on "Reset your password" and follow the steps. Also, you may call your Relationship Account Manager to help you.

### **Stop Payment**

To stop payment on a check you've written from your Sunstate Bank account, you must call your Relationship Account Manager, complete a form and return it signed. You may also call 305-256-0900.

### **What's the Sunstate Bank routing number?**

For ACH and wire transfers, please use routing/ABA (transit) number 067014592

### **What's the Sunstate Bank SWIFT Code?**

Sunstate Bank's SWIFT (BIC) Code is SUTTUS33

### **Does Sunstate Bank offer notary public services?**

Yes, Sunstate Bank offers services to anyone who needs it. To get a document notarized:

☑ Visit one of our branches during normal lobby hours

☑ All signees must be present

- Bring the complete document (s) to be signed
- Bring valid identification (driver's license, Passport)

Our customer service representative cannot notarize any document if a signee isn't present or can't provide a valid ID.

**How do I get the Sunstate Bank mobile app?**

Sunstate Bank mobile app is available at US Apple store accounts (iPhone and iPad) and Google Play store (Android).

**What hours are my local branches open?**

Our locations are open:

- Falls
  - Monday – Thursday: 9 am to 4 pm
  - Friday – 9 am to 6 pm
  - Saturday – 9 am to 12 pm

- Coral Gables
  - Monday – Friday: 8:30 am to 5 pm

**Who do I contact if there is an error on my mortgage or home equity bill?**

If you think there's an error in your bill, need to request information or have any other questions related to your loan, please call 305-567-0600 and speak to one of our Loan Services Representatives. You can also email [loanservices@sunstatefl.com](mailto:loanservices@sunstatefl.com). In the email, you should include:

- Your Name, property address, account number
- Description of error or information you are requesting
- Why you believe there is an error
- Any additional information you think will help us