

On March 4, 2024, Trustmark's positive pay services will move to a new application called Pro-Chex on the ALERT platform. If you currently use our ACH positive pay service (ACH Alert), you're already familiar with ALERT, and the new service will be accessed through the same *myTrustmark*<sup>®</sup> login you use today.

We have worked to make the transition to the new Pro-Chex application as seamless as possible. Your accounts, users, check issues, file upload templates and other information will be available within Pro-Chex on Monday, March 4. The current positive pay service on *myTrustmark* will be active on Monday, March 4 for any exception items resulting from the prior business day's check posting activity. Beginning Tuesday, March 5, your positive pay service will be fully migrated to the new Pro-Chex application.

**Below are some specific details about the first two days of positive pay service on Pro-Chex:**

### Day 1 – Monday, March 4, 2024

Monday, March 4, 2024, will be the last day for your positive pay services through the current Positive Pay link on *myTrustmark.com*.

- Any positive pay exceptions for your review will be available through *myTrustmark.com* > Services > Positive Pay, and your pay/return decisions will be processed from that service for the final time.
- You will also see a new link under Services for **ALERT & Positive Pay**. This link will take you to the ALERT platform where you will find your new Pro-Chex positive pay services.

***If you need to create or upload new check issues on your account(s)***, please follow the link to the Pro-Chex application (**Services > ALERT & Positive Pay**) and use the **Manual Issue** or file upload functionality within Pro-Chex. Checks issued through the *myTrustmark* positive pay service on Monday, March 4 will **not** be processed.

### Day 2 – Tuesday, March 5, 2024

On Tuesday, March 5, 2024, your transition to the Pro-Chex application will be complete. Any exceptions on your positive pay accounts will be available in Pro-Chex for you to review and make your pay or return decisions.

### Other reminders

As with any migration to a new service, every effort has been made to ensure all of your accounts and users have transitioned accurately. We strongly encourage you to review your users, templates and other information.

We also encourage you to exercise extra due diligence in monitoring your exception items for potential fraudulent items. Measures have been taken to ensure that your previously processed check issues, voided items and transaction history will be available in the new Pro-Chex application; it is extremely important that you review all exception items reported on your accounts to help protect them against unauthorized or fraudulent items.

If any issues are discovered, please contact CTS Support at 855.731.0243 or via email at [cts@trustmark.com](mailto:cts@trustmark.com).