

## Frequently Asked Questions on Claiming Ownership of Your Deposits

**Q:** Why did I get so many letters?

**A:** The FDIC requires that each differently titled or named account at an address receive a letter.

Example: The Smith household at 123 Main Street has accounts in the following names:

Checking account:

John S. Smith  
Mary Anne Smith  
123 Main Street

Savings account:

John Smith  
Mary Smith  
123 Main Street

Certificate of Deposit:

John Smith  
Mary A. Smith  
123 Main Street

Because the names on each account do not match exactly, a letter is sent for each account. When the name(s) and address on two accounts match exactly, only one letter is sent.

**Q:** I have received a letter regarding BB&T's acquisition of Colonial Bank that says I have to claim my deposits or they will be sent to the FDIC after 18 months. I have a checking account with the former Colonial Bank, and I have written checks. Am I OK?

**A:** Yes, since you have a checking account and have made withdrawals, you have already claimed all your accounts.

**Q:** My wife and I have a joint checking account, and my wife has a CD in her name. We have each made deposits to the checking account. Does she have to do something else to claim her CD?

**A:** No, since her name is on the checking account and making a deposit to that account is considered claiming, all accounts in her name, your name, and both names have been claimed. If it is unclear whether your wife has made deposits separately, she should complete and mail the Verification form enclosed with the letter you received to make sure her single CD has been claimed.

**Q:** I had a CD that matured on August 31 and I let it roll over automatically. Have I claimed my deposit?

**A:** No, you have to come into a former Colonial Bank branch or call the branch to renew the account for it to be claimed. The bank doing an automatic renewal does not constitute an action on your part, so it will not be considered claiming. You can also complete the Verification form enclosed with the letter you received and send that in. Be sure to list all your accounts.

**Q:** I used my check card to pay for gas on Monday. Does that count as claiming my deposits?

**A:** Yes, you made a withdrawal from your account, so you have claimed your deposits.

**Q:** I used online bill pay to pay my electric bill. Does that count?

**A:** Yes, you have made a withdrawal from your account and claimed your deposits. You could also have accomplished claiming by transferring money from one account to another. But, if you just looked at balances and did not do anything, you would not have claimed your deposits.

**Q:** Are you sending confirmation that our accounts have been claimed?

**A:** BB&T will not be sending confirmation that accounts have been claimed. However, you can make a copy of your Verification form and retain it for your records. Or, before you mail your Verification form, stop by your local branch and they can initial and date a copy as your receipt. You can also keep the first statement you received after August 14, confirming a deposit or withdrawal has been made from one of your accounts. And please be assured we will periodically review accounts not yet claimed and notify any affected clients to ensure necessary action is taken.

**Remember, to be absolutely certain your deposits have been claimed, you can always complete the Verification form enclosed with your letter, list ALL your accounts, and mail it to:**

**BB&T**  
**Deposit Compliance**  
**P.O. Box 1107**  
**Lumberton, NC 28359-9800**