

To update your template, please follow the steps below:

- From the EBIB menu, go to **Money Movement > Wire**
- Select **Manage Templates**
- Select a wire template from the list to view Template Details.
- Click the edit icon  and scroll down to **Recipient Information**.
- Enter the recipient's address in the dedicated fields.
 - The Recipient Name, Street Name, City/Town and Country are required fields.
 - The following characters are supported in the address fields:

» Forward Slash /	» Period .
» Hyphen (Dash) -	» Comma ,
» Question Mark ?	» Apostrophe '
» Colon :	» Plus Sign +
» Left Parenthesis (	» Space (space)
» Right Parenthesis)	
- For International Wires, select the Recipient's country from the drop-down menu.
- For Domestic Wires, United States will automatically populate.
- Once the country has been selected, it is also mandatory to add the Purpose of Payment.
 - Select the **Search** link presented by the **Purpose of Payment** field.
 - If the wire is Domestic, the **Search** link will present a list of pre-defined purposes of payments, or you can use the free form field provided and customize the wire purpose. This field allows for up to 35 alphanumeric characters and spaces. Special characters and punctuation marks are not allowed.
 - Once **Search** is selected for International Wires, you will see a list of **Purpose of Payment** codes and descriptions applicable to the recipient **Country** selected.
 - Always confirm the correct **Purpose of Payment** code with your recipient. If an incorrect code is selected, the funds can be held or rejected by the recipient's bank.
 - Not all countries have designated payment codes. If the country does not have a designated code, you will receive the following message: *The selected country has no defined list of Purpose of Payment codes. Please use free form text input to enter the value if needed.* Use the field provided to add the correct **Purpose of Payment**. The field allows for up to 35 alphanumeric characters and spaces. Special characters and punctuation marks are not allowed.

Additional approval may be required to update wire templates. Please confirm your company's approval requirements.

If you have questions regarding Treasury Solutions, contact Treasury Solutions Support at (844) 680-3739 Monday through Friday 7:00 am – 5:00 pm CT/8:00 am – 6:00 pm ET.

Please remember to always use caution when speaking with anyone claiming to be a Renasant employee and when replying to an email, phone call, or text message from Renasant. Renasant will never contact you asking you for sensitive information such as your BIB/EBIB password, Debit Card PIN, Social Security Number, or one-time passcode. If you receive a request for sensitive information from someone claiming to be from Renasant, it is most likely a scam. Please contact Renasant directly rather than providing any information to the caller or responding to the email or text message.

