

**2/23/21**

## **Mobile Deposit FAQs**

### **What is Mobile Deposit?**

Mobile Deposit is a convenient service that enables you to deposit checks to your Chessie FCU Checking/savings account from anywhere using your smart phone.

### **What devices can I use to make Mobile Deposits?**

Chessie FCU supports mobile deposits through our mobile apps for Apple and Android.

### **Do I need to register for Online Banking to use Mobile Deposit?**

Yes. Your account must be registered in homebanking. Please use the same credentials to log into Chessie FCU app.

### **Who is eligible to use Mobile Deposit?**

Mobile Deposit is available to Checking Account members of Chessie FCU that are in good standing.

### **Is there a fee to use Mobile Deposit?**

No, Mobile Deposit is free service provided to Chessie FCU members. However, if a check is returned for any reason, fees/charges apply. Please refer to our fee schedule at [Chessiefcu.org](http://Chessiefcu.org)

### **How do I access Mobile Deposit?**

1. Install the Chessie FCU Mobile Banking app from the App store or the Google Play Store
2. Launch the Mobile Banking app on your phone
3. Select deposit

### **When does the check deposit credit my account?**

Checks deposited before 2:30pm EST Monday – Friday on a business day will be available that business day. Checks deposited after 2:30pm EST Monday – Friday or on weekends or holidays will be available the next business day.

### **What type of account can I make mobile deposits into?**

You may deposit to your Chessie FCU savings/checking account.

**What types of checks can I deposit?**

- \* Mobile Deposit can be used for personal and business
- \* Checks drawn on US financial institutions and in US currency.
- \* Checks must be payable to the owner of the account and must be endorsed on the back “for mobile deposit only Chessie FCU” and signed.

**How do I Endorse check (s) 1 or 2 options:**

**“For mobile deposit only Chessie FCU” and your Signature or if the option is available, Check the “Mobile Deposit Box” and write “Chessie FCU” near the Check Box and your Signature.**

**What is the maximum dollar limit that I can deposit via Mobile Deposit?**

The daily limit that members can deposit is \$3,000.00. That amount can be all in a single check or the total of multiple checks.

**Do I have to deposit the whole amount of the check?**

Yes.

**How many checks can I deposit using Mobile Deposit?**

Checks can be deposited one at a time. The daily limit that members can deposit is \$3,000.00. That amount can be all in a single check or the total of multiple checks.

**Can I cancel my deposit once it has been submitted?**

No, deposits cannot be canceled.

*Note: Checks will be declined for deposit if not endorsed properly.*

**What are some tips on taking a good photo of my check?**

- \* Make sure the check is not folded or torn
- \* Lay check on a solid, dark, flat surface in a well-lit area when taking pictures
- \* Keep hands clear of the check with photographing
- \* Keep the entire check within the view finder on the camera screen when capturing your photos.

Take the photos of your check in a well-lit area.

Keep your phone flat and steady above the check when taking your photos

Verify that Check image is not blurry

Verify that the MICR line (numbers on the bottom of your check) is readable

Take picture vertically above the check, not at an angle

**What do I do with my paper check after it is deposited?**

Keep the check for 30 days after depositing it with mobile deposit. After 30 days, please destroy (shred).

**Will I have immediate access to the funds?**

Most checks deposited by 2:30pm cutoff time on a business day will be available after 4:30pm that business day.

**Can loan payments made through Mobile Deposit?**

While you can't apply an item directly to a loan, you can use the transfer feature within the mobile app.

**When can I use Mobile Deposit?**

Checks can be scanned 24 hours per day, 7 days a week

**When will the deposits be posted to my account and be available for use?**

Most checks deposited by 2:30pm cutoff time on a business day will be available after 4:30pm that business day.

**Are there any types of checks that cannot be submitted using Mobile Deposit?**

- \* Foreign Checks
- \* Savings Bonds
- \* Travelers Checks
- \* Checks with Multiple Payees
- \* Money Orders
- \* Any item "stale dated" or "post dated"
- \* Any item incomplete (i.e. missing the date, missing the payee, etc.)
- \* Any item that contains evidence of alterations to the information on the check
- \* Any item stamped with a "non-negotiable" watermark
- \* Checks that require Authorization, or LOC solicitation checks.
- \* Any third party check (any item that is made payable to another party and then endorsed to me by such a party)

If you have additional questions, please call us at 800-437-1057.