



# ADVENTURE

CREDIT UNION

## Mobile Check Deposit FAQ

### What is Mobile Check Deposit?

Mobile Check Deposit allows you to scan or photograph checks and transmit the images to your Adventure account for posting and clearing. This service eliminates a trip to the branch or ATM to make your deposit, saving you time.

### What are the advantages of using Mobile Check Deposit?

You can securely deposit checks from anywhere, anytime. This saves time and expense by reducing trips to the credit union.

### Is Mobile Check Deposit safe/secure?

Mobile Check Deposit uses the same level of security and encryption standards as online banking, ensuring that deposits and personal information are completely safe. Mobile Check Deposit is offered through our Mobile Banking App, which requires you to provide a username and password each time you log in.

### Is there a cost to use Mobile Check Deposit?

No, it's free. Charges for returned deposit items and other transactions are outlined in our fee schedule.

### How do I get started?

Current and new mobile banking users can find the updated App in their respective app stores by searching for Adventure Credit Union. Members may be prompted for a one-time PIN, and will be asked to accept a new disclosure for the app.

New users of the app will need to first establish a log in for online banking before being able to access the app. Once logged into the app, members will choose the "Mobile Deposit" option and follow the prompts.

### Do I need to endorse a check submitted with Mobile Deposit?

Yes, an endorsement is required just as if the check is deposited at the ATM or in a branch. If not properly endorsed, checks may be returned by the financial institution the check is drawn on.

1. Must have proper signature of all payees
2. "FOR MOBILE DEPOSIT ONLY" must be written on check.

### How do I verify that a check has been accepted?

Once the deposit has been completed a pop-up notification indicates it was successful and an email notification is sent.

### Can I deposit more than one check at a time?

No, only one check can be deposited at a time.

Diagram of a check endorsement area. At the top, it says "ENDORSE HERE" with an "x" in a box. Below that, the text "FOR MOBILE DEPOSIT ONLY" is written. A signature is written over this text. Below the signature line, there is a horizontal line and the text "DO NOT SIGN /WRITE /STAMP BELOW THIS LINE FOR FINANCIAL INSTITUTION USAGE ONLY".



### **Can I deposit more than one check per day?**

Yes, however, there are daily and monthly limits in place.

Daily limit = \$5,000

Monthly limit = \$25,000

The app will display the current available limit.

### **Can I deposit to more than one share account under a single account number?**

Yes. Users can choose either their savings or checking account.

### **Can I use Mobile Deposit to deposit funds to accounts other than savings or checking?**

No, these are the only two eligible accounts available. You may transfer funds to another share after the deposit is made.

### **How quickly will the deposit be credited to the account once the deposit is accepted?**

All items will show as deposited immediately, regardless of the time of day. If the item exceeds hold limits, they will appear as "PENDING: Check hold" in the transaction history. Deposits made after 5:00pm will be considered next business day in terms of the hold.

### **What type of checks can be deposited with Mobile Deposit?**

Any check that is drawn on a U.S. financial institution in U.S. dollars.

- Personal checks

- Corporate / Business checks

- Money orders

- Cashier's checks

- Certified checks

Government check are often problematic and are not recommended for Mobile Deposit. You should bring those to the branch to ensure timely availability of funds. Direct deposit is recommended.

### **How does Mobile Deposit identify and prevent fraud?**

We require all checks to be endorsed with the words "For mobile deposit only." This specific endorsement helps ensure that checks deposited through Mobile Deposit will not be deposited again at an Adventure Credit Union branch or at another financial institution by mistake.

### **What might cause a check to be rejected?**

If the check is not within the check photo guide lines on the screen

If the check amount entered does not match the check amount.

### **What should members do with their checks after using Mobile Deposit?**

To prevent errors we recommend that members document the date and "Mobile Check Deposit" on the front of the check after its been deposited and retain the check for at least 30 days from the day of deposit. It's suggested that members retain their check until it has cleared the account. Once cleared, it should be marked "VOID" and disposed in a way that prevents it from being presented for payment again. Best practice would be to shred the check.

