

Mobile Deposit FAQs

Q: What is Mobile Deposit?

A: Mobile Deposit is a service available on the Mobile 24 app (Android/Apple) that allows you to electronically deposit checks from a smartphone or tablet.

Q: What accounts are available for deposit within Mobile Deposit?

A: Deposits can be made to most savings and checking accounts, but not IRA and certificate accounts

Q: What kind of items can be deposited?

A: You may deposit personal checks, government checks, business checks, money orders, traveler's checks, cashier's checks, and certified checks. They must be drawn on a U.S. financial institution and payable in U.S. dollars.

Q: Is special equipment needed for this service?

A: In order to submit a check for deposit you will need an Android or Apple device capable of downloading the Mobile 24 app and featuring a back-facing camera.

Q: Who can use Mobile Deposit?

A: Any qualifying member with Mobile 24 access may use Mobile Deposit. A minimum credit score of 550 is required.

Q: How will I be notified that I can begin using this service?

A: You can immediately start using Mobile 24's Mobile Deposit feature with an initial deposit limit of \$500. It will take one (1) additional business day to set up your personal mobile deposit limit.

Q: Are there any limitations to the amount the check can be?

A: The ability to deposit a check is determined by the check amount. Mobile Deposit is not designed to accept large dollar amount checks. You will be notified if the check amount is over the limit.

Q: How long does it take for a deposit to post?

A: You may submit a check for deposit 24 hours a day, 7 days a week. Items submitted by 3:00pm Eastern Time on regular business days will be posted to your account by 5:00pm Eastern Time on the same business day. Items received after 3:00pm Eastern Time on regular business days will be posted to your account on the next business day.

Q: How will I know if my deposit went through?

A: You may verify a deposit is posted to your account by using Home Banking 24, Mobile 24, or Call 24. All pending and previous mobile deposits including an image of the check may be viewed in Home Banking 24 and Mobile 24.

Q: Will I be notified if a check deposit is denied?

A: You will be notified of a denied deposit via the email address you have on file in Home Banking 24

Q: How do I change my email address?

A: Your email address can be updated by logging into Home Banking 24 and choosing "Change E-Mail Address" under the "User Options" tab.

Q: How long will it take to find out if the deposit is denied?

A: If you deposit a check before 3:00pm Eastern Time on a regular business day, an e-mail notification will be sent to you before 4:00pm Eastern Time if the deposit is denied.

Q: What happens if I deposit the same check twice?

A: Contact us immediately at (336) 662-6200 or (800) 632-0210.

Q: What do I do with the check after it has been deposited?

A: Once the check has been submitted and accepted, it should be placed in a secure location until the confirmation of the deposit. Retention and safekeeping of the check is your responsibility and we recommend you retain a copy of the check for a minimum of six (6) months.

Q: Will my deposit be placed on hold?

A: All transactions are subject to Summit Credit Union's Funds Availability Policy and will be reviewed accordingly. If necessary, a four (4) day hold will be placed on the check. If the check is approved for deposit and does not require a hold, all funds will be available immediately.

Q: If a check is returned against my account, how will I redeposit?

A: Because the check will still be in your possession, you can simply redeposit the original check. If the original check has been destroyed, the credit union may provide you with a negotiable image of the check.