

MOBILE DEPOSIT FAQs

Q: What is Mobile Deposit?

A: Mobile Deposit is a service available on Mobile App 24 (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 IRA and certificate accounts are excluded.

Q: What kind of items can be deposited?

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

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 Mobile App 24 with a back-facing camera.

Q: Who can use Mobile Deposit?

A: Any qualifying member with Mobile App 24 access may use Mobile Deposit. You qualify if you have a membership savings account with a minimum of \$5 and all deposit and loan accounts are in good standing.

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

A: You can immediately start using Mobile App 24's Mobile Deposit feature with an initial deposit limit of \$500. It will take one (1) additional business day to setup 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 3:00 pm Eastern Monday through Friday (assuming the Credit Union is open for business that day) will be posted to your account by 5:00 pm Eastern on the same business day. Items received after 3:00 pm Eastern on any business day 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 funds are on deposit in your account using Home Banking 24, Mobile App 24, or CALL 24. All pending and previous mobile deposits with an image of the check may be viewed in Home Banking 24 and Mobile App 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 3:00 pm Eastern, on a day the credit union is open for business, an e-mail notification will be sent before 4:00 pm Eastern.

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

A: Contact the Credit Union 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 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 6 months.

Q: Will my deposit be placed on hold?

A: All transactions are subject to the Credit Union's Funds Availability Policy and will be reviewed accordingly. If necessary, a 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.