



## **Mobile Deposit *FAQs***

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### **Q. What is Mobile Deposit?**

Mobile Deposit is a feature on Commonwealth's Mobile Banking app that lets you deposit a check using your smart phone's camera. To get started, you must be a registered Online and Mobile Banking user and have downloaded Commonwealth's Mobile Banking app.

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

- Must be 16 years of age
- Must be a registered Commonwealth Online Banking and Mobile Banking user
- Must have a Commonwealth checking or savings account in good standing
- Must have a valid email address

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

No, Mobile Deposit is a free\*, convenient service provided to Commonwealth Central Credit Union Members.

\*Note: Business accounts will incur a per-item fee if the number of checks deposited exceeds the allowed limit. Please refer to the Commonwealth Central Credit Union Fee Schedule.

### **Q. Is Mobile Deposit safe?**

Yes. Mobile Deposit uses the same security and encryption measures we employ with all of our mobile banking services. When it comes to our members' deposits, safety is our primary concern.

### **Q. Can I use Mobile Deposit on my phone?**

Mobile Deposit works on iPhones, iPads and most Android phones and tablets. It uses your device's built-in camera to take images of checks. The list of supported devices is as follows:

- iPhone (iPhone Classic, 3G, 3GS, or greater)
- iPod Touch 4G or greater
- iPad 2 or greater
- Android Smart phones with the Android 2.55 Operating System or greater
- No "Small Screen" support, all but "QVGA" 240w x 320h are supported

### **Q. How do I sign up for Mobile Deposit?**

To register, simply login to Mobile Banking and click on the "Mobile Deposit" link. Read and accept the End User Agreement. We'll send you an email confirmation once you are approved and you'll be good to go.

### **Q. How do I make a deposit?**

1. Be a registered user of Commonwealth's Online Banking and Mobile Banking. Not registered? Visit [www.wealthcu.org](http://www.wealthcu.org) to sign up.
2. Login to Commonwealth's Mobile Banking app and click on "Mobile Deposit." Read and accept the User Agreement. We will send you an email confirmation once you are approved.
3. After you receive the email confirmation, log back in to Commonwealth's Mobile Banking app and tap "Mobile Deposit."
4. Sign and endorse the back of the check with "For deposit only."
5. Select the account you want to make a deposit into. Click OK to confirm your account selection.
6. Select the "Deposit" tab at the bottom of the screen.
7. Enter the check amount.
8. Tap "Take Photo." Align the front of the check to fit and tap the view area to capture the image. Check and address any image errors.
9. Repeat Step 9 for the back of the check.
10. Tap "Submit Deposit."

You will see a confirmation screen when your deposit is successfully submitted. You can then deposit another check or return to Mobile Banking. It's that simple!

### **Q. Do I need to include a deposit slip with my scanned check deposit?**

No. Mobile Deposit generates an electronic record with each deposit.

### **Q. How many checks can be included in one deposit? Can multiple deposits be submitted each day?**

Up to 999 checks can be included in one deposit and multiple deposits can be submitted as long as the accumulated dollar amount of the deposit(s) does not exceed the daily deposit limit.

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

Yes, the following items cannot be submitted for deposit using Mobile Deposit:



- Any item drawn on your account;
- Any item that is stamped "non-negotiable," "void," or any other word or phrase indicating that the item is not valid;
- Any item that appears to contain altered information;
- Any item that is incomplete or contains incomplete information;
- Any item issued by a financial institution in a foreign country, or is written for an amount in non U.S. currency;
- Any item that is "post-dated" or "stale-dated" per our current guidelines;
- Any third party check, i.e., any item that is made payable to another party and then endorsed to you by that party;
- Any item that has been previously negotiated or deposited into any account;
- Savings Bonds;
- Credit Card Convenience Checks; or
- Traveler's Checks.

**Q: Is there a limit to how much I can deposit with Mobile Deposit?**

Yes, default deposit limits are set as follows and are subject to review and change at any time.

- Per check limit – \$5,000.00
- Daily deposit limit - \$10,000.00
- Rolling 30 day deposit limit - \$30,000.00

**Q. How do I get a copy of my deposit?**

If you click on the Deposit History tab at the top right corner of the page, a listing of your scanned deposits will be displayed. If you click on the  icon, you can view the deposit details along with a copy of the items included in that deposit. If you click on the  icon, you can download a copy of the deposit and print or save it to a file on your computer for your records.

**Q. How long is my deposit history available for viewing?**

Deposit history is available for viewing online for 18 months. For deposit history older than 18 months, you can contact our Member Service Center.

**Q: I inadvertently selected the wrong account for deposit within Mobile Deposit. What should I do?**

You may perform a transfer within Online Banking to move money from one account to another. Login to Online Banking and select “Transfers” from the top menu bar.

**Q. How should I endorse the check?**

Please sign the check and include the words “For mobile deposit only.”

PLEASE NOTE: If the back of the check is not properly endorsed, we reserve the right to reject the check for deposit.

**Q: How long should I hold on to my check(s) after I deposit it using Mobile Deposit?**

Once your deposit has been credited to your account, you should securely store the original check(s) for 60 days before destroying it.

**Q: When can I make Mobile Deposits?**

You can make a Mobile Deposit any time, any day. Mobile deposits received before 3:00 PM Pacific Time Monday-Friday (except holidays) will be processed the same day. Deposits received after 3:00 PM Pacific Time or a non-business day will be processed on the next business day. Business days are Monday through Friday, excluding Saturdays, Sundays, and holidays. Please refer to the Business Days and Funds Availability section of the End User Agreement. The End User Agreement is available during the time of registration and via our website by clicking here.

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**Q: When will my funds be available?**

Checks will be held for 2 business days. Please refer to the Business Days and Funds Availability section of the End User Agreement.

**Q: How do I fix check image errors?**

- The image is too dark: Take a new photo of the check, using the brightness tool on the right of the screen to lighten the image (drag the brightness bar up toward the white sun).
- The image is too light: Take a new photo of the check, using the brightness tool on the right of the screen to darken the image (drag the brightness bar down toward the black sun).
- The MICR numbers along the bottom of the check image could not be read: Take a new photo of the check, making sure that the check is flat and that all four corners of the check are visible.
- The back image is not in scale with the front image: Take a new photo of the back of the check, so that the check fills the same portion of the preview area.

**Q: What does "Held for Review" mean?**

All deposited checks are subject to review. When your check is held for review, we have successfully received it and will process your deposit once the check(s) are reviewed.

**Q: What if I have additional questions about Mobile Deposit?**

Call us Monday through Thursday from 9:00am to 5:00pm and Friday 9:00am to 6:00pm at (800) 564-1588, email [service@wealthcu.org](mailto:service@wealthcu.org), or send a secure message through Online Banking.