

Mobile Check Deposit FAQs

General Questions:

1. What is mobile check deposit? Mobile Check deposit is a service that allows a member to submit a check to Niagara's Choice Federal Credit Union (NCFCU) for deposit via their smartphone or tablet device. This is done by capturing an image of the front and back of the check (via the camera on the device) to be deposited and then submitting the image to NCFCU via the device.

2. Is the NCFCU mobile app required in order to use the service?

Yes. The member must download the NCFCU app to a camera-enabled Apple iOS or Android device. Mobile check deposit is not available via a computer or non-Apple iOS/Android device. Mobile Check Deposit is integrated into the NCFCU Mobile App, therefore a separate app is not required.

3. Do all members qualify for the service?

All Members are eligible for the service with the exception of Business Entities. Members must be enrolled in Online Banking and download the mobile app to enable the service

Member access to Mobile Check Deposit may be suspended or terminated at the discretion of NCFCU for any of the following reasons:

- Delinquent loans of 30 days or more with NCFCU.
- Excessive overdraft activity on accounts.
- Multiple deposits of ineligible items.
- Evidence of fraud attempted through using MCD or other Credit Union Service.
- At the discretion of Niagara's Choice FCU.

4. Are there deposit limits and/or check holds for deposits made through mobile check deposit?

- Yes. In order to maintain prudent risk standards, limit and hold rules apply and are at the sole discretion of NCFCU.
 - Daily Dollar Amount Limit is \$5,000.00 per business day for qualified users. (Can be adjusted at the discretion of NCFCU).
 - Monthly Dollar Amount Limit is \$20,000.00 per any 30 consecutive calendar day period for qualified users.
 - Daily limit on number of items deposited by a member is four (4). The monthly maximum number of deposited items is sixteen (16).
 - Such limits will be reviewed and adjusted periodically at NCFCU's discretion.

5. Is there a fee for the service?

No. This service is available to our members free of charge; however, NCFCU reserves the right to change that at any time.

Enrollment Questions:

1. How does a member enroll in the service?

Members who enroll for Online Banking will automatically receive the service through the Mobile App. The member will be required to acknowledge the Mobile Check Deposit Terms and Conditions of the User Agreement. Niagara's Choice reserves the right to suspend or terminate members' access to the Service at their discretion. (See Question 3 under "General Questions")

2. Can NCFCU remove and /or change the functionality and access of MCD?

Yes. NCFCU reserves the right to remove or change the functionality at any time. NCFCU will periodically review accounts enrolled in mobile check deposit to ensure they are maintaining eligibility requirements and remove or change access as necessary.

Questions about Using the Service

1. Where does the member go to access the service on their mobile device?

For Android based devices it is located on the Mobile App under Services and Remote Deposit. On Apple iOS devices, it is located on the Mobile App under the Deposit Option at the bottom of the main screen. Members can choose to either make a deposit or review any pending or past deposits.

2. Does the member need to input any information about the check after snapping a picture of it?

Yes. The member must select the eligible account which they wish to deposit the check into.

3. Can a member deposit any type of check?

No. Not all checks/items are eligible to be deposited through mobile check deposit. Per the user agreement, the following items are not eligible for deposit:

- Checks payable to any person or entity other than the person or entity that owns the account that the check is being deposited into.
- Checks or items drawn on a financial institution located outside the United States.
- Checks or items not payable in United States Currency.
- Checks or items containing obvious alteration to any of the fields on the front of the check or item, or which you know or suspect, or should know or suspect, are fraudulent or otherwise not authorized by the owner of the account on which the check or item is drawn
- Checks or items previously converted to a substitute check, as defined in Reg. CC.
- Checks or items that are remotely created checks, as defined in Reg. CC
- Checks or items dated more than 6 months prior to the date of deposit.
- Checks or items prohibited or otherwise not acceptable under the terms of your NCFCU account.

4. Must the check be made payable to the account holder?

Yes. The check must be made payable to the account holder or joint account holder.

5. Must the check be endorsed?

Yes. The check must be endorsed in the following manner:

- For Mobile Deposit Only at Niagara's Choice.
- Account #, Signature of payee and date.

6. Is the member required to capture an image of the front and back of the check, or just the front?

A clear image of both the front and back of the check must be taken and submitted.

7. Will the system reject an unclear image?

Yes. The member will then have the option to take the picture again if the image is unclear. The member will receive 3 tries to take a clear image. If after 3 tries the image is still unclear, the item will be accepted and a 7 day hold will automatically be placed on the item.

8. What account types can the deposit be made into?

Checking, Savings, or Money Market.

9. How will the member know that their deposit has been successfully submitted?

The member will receive a confirmation message upon successful transmission. The member can also view the history of all of their deposits on the Mobile App or Online.

10. What department within NCFCU reviews the deposit items for acceptance or rejection?

Compliance Department

11. How will the member know if their deposit has been accepted or rejected?

The member can view the history of all deposits on the Mobile App or online. Once the item is reviewed, the member will receive a confirmation email stating if the deposit was accepted or rejected. Rejected item emails will include the reason why the deposited item was rejected by the Credit Union. Deposited Mobile Checks should be retained for ten (10) days following the day of deposit.

12. How long should a member expect to wait before their deposit is completed and the funds are available?

Funds **generally** will be available within 3 business days (excluding Saturdays, Sundays and holidays); however once reviewed, extended holds may be placed on items at the sole discretion of NCFCU.