

GULF COAST COMMUNITY FEDERAL CREDIT UNION

Mobile Deposit Capture FAQ

Q: What is Mobile Deposit Capture?

A: Mobile Deposit Capture enables you to deposit checks electronically by simply taking a photo of the front and back of the check with your compatible iPhone or Android Smartphone using our Mobile Banking App.

Q: How do I sign up for Mobile Deposit Capture?

A: If you are already using the Mobile Banking App, simply select the Check Deposit icon at the bottom of your screen and follow the instructions.

Q: Is there a fee for Mobile Deposit Capture?

A: Mobile Banking and Mobile Deposit Capture are free. However, check with your wireless carrier for any data usage charges that may apply.

Q: What accounts can I make deposits to?

A: You can deposit into any checking or share account with the Credit Union.

Q: Are there any deposit minimums or limits?

A: Yes, \$1.00 is the minimum that can be deposited with Mobile Deposit Capture (checks for any amount less than \$1.00 will need to be deposited at a branch or our ATM). Deposits are limited to no more than 10 items per month, \$2,500.00 per item per day, and no more than \$5,000.00 per month.

Q: Can my deposit limits be increased?

A: Yes. Upon your request, the Credit Union will review your account to determine if you are eligible for increased limits.

Q: How many checks can be included in one deposit?

A: Only one check may be included per each deposit.

Q: Can I make multiple deposits in one day?

A: Yes, as long as you do not exceed 10 items per month, \$2,500.00 per item per day, and \$5,000.00 per month.

Q: When will my deposit be credited to my account?

A: If an image of an item transmitted through the service is received and approved before 2:30 p.m. Central Time Monday - Friday (excluding holidays) we will consider that day to be the day of the deposit and it will post to your account at approximately 3:30 p.m. Items received after 2:30 p.m. will be considered as deposited the next business day. All images received between Friday at 2:30 p.m. and Monday at 2:30 p.m. will be considered as deposited on Monday. Holidays are considered as non-business days and deposit posting will occur on the next business day.

Q: When will my funds be available?

A: Funds deposited using the services will generally be made available within three (3) business days from the day of deposit. The Credit Union may make funds available sooner based on such factors as credit worthiness, the length and extent of the relationship with the member, transaction and experience information, and other factors that the Credit Union may deem relevant.

Q: What do I do with my check after I receive confirmation that the image has been received for deposit?

A: Once funds have been made available in your account, write "ELECTRONICALLY DEPOSITED and the date" across the front of the check to avoid the risk of re-depositing. The date should be the month, day and year you submitted the deposit. Store in a secure location for 60 days after your deposit and then destroy.

Q: What types of checks can I deposit?

A: You can deposit checks payable in U.S. dollars and drawn at any U.S. Bank, including personal, business, and government checks. The check must also be payable to and endorsed by the account holder.

International checks, U.S. savings bonds, U.S. postal money orders, Traveler's Checks, remotely created checks (whether in paper form or electronically created), convenience checks (checks drawn against a line of credit), and cash are not eligible for Mobile Deposit.

Q: How do I endorse my deposit?

A: Please be sure to properly endorse the back of your check with the following information using a dark blue or black pen:

- FOR MOBILE DEPOSIT ONLY
- *Your Account Number*
- GCCFCU
- *Your Signature*