

## **Mobile Remote Check Deposit FAQs**

### **General Questions:**

#### **What is mobile remote check deposit?**

Mobile Remote Check deposit is a service that allows a member to submit a check to Ukrainian National FCU 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 Ukrainian National FCU via the device.

#### **Is mobile remote check deposit included in the Ukrainian National FCU mobile app or is there a separate app that must be used?**

Mobile remote check deposit is integrated into the new Ukrainian National FCU app and can be found under the Main menu using the option "Deposit."

#### **Is the Ukrainian National FCU mobile app required in order to use the service?**

Yes. The member must download the Ukrainian National FCU app to a camera-enabled Apple iOS or Android device. Mobile remote check deposit is not available via a computer or non-Apple iOS/Android device.

#### **Do all members qualify for the service?**

Most members will. There are eligibility requirements that must be met at the time that the member submits their enrollment request and that must be maintained in order to qualify for the service. These requirements can change at the sole discretion of Ukrainian National FCU. Currently, the eligibility requirements are as follows:

- Must be a member for 6 months.
- Must have an eligible account type (Checking, Savings, Money Market).
- All deposit accounts must have a positive balance.
- All loans must be current.
- No NSF's within the last 6 months.
- Available for individual member accounts only; business/organizational accounts not eligible for this service.

#### **Are there deposit limits and/or check holds for deposits made through mobile remote check deposit?**

Yes. In order to maintain prudent risk standards, limits and hold rules apply and are at the sole discretion of Ukrainian National FCU. The current daily dollar limit is \$2,000.00 per business day for qualified users. In addition, the current monthly dollar limit is \$5,000.00 per any 30 consecutive calendar day period for qualified users. There is no daily or monthly statement cycle limit on the number of items, as long as the respective dollar limits are not exceeded. Daily and monthly deposit limits may

vary for qualified users. Such limits will be reviewed and adjusted periodically at Ukrainian National FCU's discretion or upon their request. The member can contact Member Services with any questions about the deposit limits.

**Is there a fee for the service?**

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

**When will members get access to the service?**

We will be rolling out the service in the coming weeks. It will become available to the member as a part of our new mobile banking platform.

**Enrollment Questions:**

**How does a member enroll in the service?**

Members interested in having access to this service should contact their local branch or call 1-866-859-5848 for more information. Online enrollment is not available.

**Once a member requests to enroll, how long does it take for Ukrainian National FCU to approve the enrollment?**

Approvals could take from 1-5 business days.

**How will the member be notified of the decision regarding their enrollment request?**

Members will receive an email from Member Services informing them that their enrollment has been accepted.

**What recourse does the member have if their enrollment request is declined?**

The member must work to meet the eligibility requirements and then they can submit a new enrollment request.

**If the member is approved, can Ukrainian National FCU revoke access at a later time?**

Yes. Ukrainian National FCU reserves the right to revoke access at any time. Ukrainian National FCU will periodically review accounts enrolled in mobile remote check deposit to ensure they are maintaining all eligibility requirements.

## **Questions about Using the Service**

### **Where does the member go to access the service on their mobile device?**

Under the Main menu, select “Deposit.”

### **Does the member need to input any information about the check before snapping a picture of it?**

Yes. The member must enter the check type, dollar amount, and the eligible account which they wish to deposit the check into.

### **Can a member deposit any type of check?**

No. Not all checks/items are eligible to be deposited through mobile remote 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 containing an alteration 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 is drawn.
- Checks payable jointly, unless deposited into an account in the name of all payees.
- Checks previously converted to a substitute check, as defined in Federal Reserve Board Regulation CC.
- Checks drawn on a financial institution located outside the United States.
- Checks that are remotely created checks, as defined in Federal Reserve Board Regulation CC.
- Checks not payable in United States currency.
- Checks dated more than 6 months prior to the date of deposit.
- Checks or items prohibited by Ukrainian National FCU’s current procedures relating to the Services or which are otherwise not acceptable under the terms of your Ukrainian National FCU account.
- Checks payable on sight or payable through Drafts, as defined in Federal Reserve Board Regulation CC. Checks with any endorsement on the back other than that specified in this agreement.
- Checks that have previously been submitted through the Service or through an electronic deposit delivery system offered at any other financial institution and/or Ukrainian National FCU (e. g. Mobile, Branch, ATM, Consumer, Merchant and automated clearing house (ACH) check conversions.
- Checks or items that are drawn or otherwise issued by the U.S. Treasury Department
- Money Orders and Travelers Checks.
- Checks that are drawn on or produced from any of your Ukrainian National FCU account(s), written to yourself, and authorized by yourself for deposit to your own account.
- If an item is dishonored, you will receive an image of the original check or a substitute check as the chargeback item.

**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.

**Must the check be endorsed?**

Yes. The check must be endorsed as follows:

- "For Remote Deposit Only, UkrNatFCU Acct. #\_\_\_\_\_".
- Signature of payee(s) listed on the check and date.

**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.

**Will the system reject an unclear image?**

Yes. The member will then have the option to take the picture again.

**What account types can the deposit be made into?**

Checking, Savings, or Money Market.

**How will the member know that their deposit has been successfully submitted and isn't just floating around in a black hole?**

The member will receive a confirmation message upon successful transmission. The member can also view the history of all of their deposits by selecting the "Review" option on the "Deposit" menu of the mobile app.

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

The member can view the history of all of their deposits by selecting the "Review" option on the "Deposit" page of the mobile app. Member will also receive an email stating if the deposit has been accepted or rejected. If the deposit has been rejected, a rejection reason will be given.

**Are funds immediately available after the item has been accepted?**

No. Mobile remote check deposits are subject to holds and at the sole discretion of Ukrainian National FCU.

**How will the member know when the funds have been deposited into their account and available for use?**

The member can see all of their transaction history 24/7 through online/mobile banking. They will not

receive a specific notification when the deposit has been made and the funds are available.

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

Funds should be available within five (5) business days after the day of deposit; however, extended holds may be placed on items at the sole discretion of Ukrainian National FCU.

**Can a member deposit a check to an account that is in a name other than their own?**

A member is able to deposit a check into any account where they are a joint owner.