www.cfcu.org
(877) 937-2328

Mobile Deposit Frequently Asked Questions

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Below are a few Frequently Asked Questions regarding Community Financial's Mobile Deposit Service.

What is Mobile Deposit?

Community Financial's Mobile Deposit Service is an easy way to deposit checks using the camera on your iPhone™ or Android™ smartphone or tablet. Mobile Deposit is sometimes referred to as Remote Deposit Capture (RDC) and involves taking a photo of your check and submitting it for processing. Mobile Deposit is made available to members through the credit union's Mobile Banking apps.

What do I need to get started?

Mobile Deposit is part of Community Financial's suite of eServices and requires the following steps:

- You must first establish a Username and Password in our free online banking service, eBanking. If you need assistance please visit our website or call us at (877) 937-2328.
- You will need a smartphone with a camera and data plan
- You will need to download Community Financial's Mobile Banking App for the Apple App Store™ or Google Play™
- You will need to activate the Mobile Banking app by registering your mobile device using the email you have on file with the Community Financial
- You will need a qualifying Community Financial deposit account as defined below:
    - An open deposit account with no restrictions, adverse action or default obligations to the credit union

What accounts can I deposit into using Mobile Deposit?

Mobile Deposit will allow you to deposit checks remotely into the following Community Financial Accounts in good standing:

- Any Retail or Business Checking Account
- Any Retail or Business Money Markets Account
- Any of the following Retail or Business Savings Accounts – Basic Savings, Super Saver or any sub-savings account

You MAY NOT use Mobile Deposit for contributions to retirement, certificate, or health savings accounts. Mobile Deposit MAY NOT be used to make loan or credit card payments. For business with a high volume of check to deposit, Community Financial offers a customized Business Remote Deposit Capture Service; please contact a Business Services Representative for more information.

Are there fees related to Mobile Deposit?

No, like our Mobile Banking Service, there are no fees for Mobile Deposit. But remember, standard text and data rates apply from your communication service provider.

Are there limits to the service?

You can deposit any "check" as defined by the Federal Reserve Regulation CC with the following endorsement **"For Mobile Deposit Only, Account #______"** providing they are not:

- Checks payable to any person other than you.
- Checks made payable to persons or entities other than you or your business on business accounts.
- Checks that have been altered in any way, or that you know or suspect are fraudulent.
- Checks payable to you jointly with one or more other persons, unless deposited into an account in the name of all payees.
- Checks previously returned not payable as a result of insufficient funds, stop payment, or other related reasons.
- Savings Bonds.
- Checks drawn on a financial institution located outside the United States.
- Checks that are remotely created checks or substitute checks.
- Checks not payable in United States currency.
- Checks dated more than 6 months prior to the date of deposit.
- Checks that are postdated for after the date of deposit.
- Checks with any endorsement on the back other than for Mobile Deposit.
- Checks that have previously been submitted through the Service or through a remote deposit capture service at any other financial institution including checks that have been returned unpaid.

For security reasons, Community Financial's Mobile Deposit Service has restrictions as to the amount you can deposit through this method. These limits will appear on the screen as you proceed through your transaction. They include:

- A deposit per item limit of $2,500
- A daily deposit limit per account of $2,500
- A monthly deposit limit per account of $5,000

If you feel you would like to restrict or increase the above limits on your account by calling (877) 937-2328 and your account request will be reviewed.

When will my funds be available for withdrawal or to cover checks?

All checks deposited will be subject to review and verification. Accounts that are more than six (6) months old and in good standing will have $300 immediate availability from their deposit. After the first $300, funds deposited using Mobile Deposit will generally be made available in three (3) business days from the day of deposit. Please note, business days are considered Monday – Friday and excluding all holidays recognized by the federal government.

New accounts, less than six (6) month old, will not have immediate access to funds; deposits made to new accounts will be available after (7) business days.

Community Financial may, at any time, restrict fund availability if they question the validity of any deposit. They may also make funds available sooner based on the credit union's sole discretion.

Will I get a confirmation and is there a history available through Mobile Deposit?

There is a history tab within Mobile Deposit that will allow you to refer to past transactions. You should not consider a deposit complete until you see it reflected in your account history and/or monthly account statement.

What should I do with my check after I've deposited them through Mobile Deposit?

You should retain each check that you transmit through Mobile Deposit for at least sixty (60) calendar days from the date of the image transmission. After that 60-day period once you have verified each deposit, you should destroy the check or otherwise render it incapable of further presentment. In the interim period please safeguard checks until they are destroyed.

Who can I call if I have questions?

Mobile Deposit is an easy to use, self-serve product complete with a "help" tab. However, if you have questions or concerns regarding any Community Financial service, please contact our Member Service Center during business hours at (877) 937-2328.

All Mobile Deposit transactions are free of charge but standard text messaging & data rates apply from your communication service provider. iPhone™ and Apple App Store™ are registered trademarks of Apple Inc.
Android™ and Google Play™ are registered trademarks of Google Inc.