



Mobile Check Deposit | FAQs

Deposit a check directly into your checking or savings account using Mobile Check Deposit with the Mobile App on your smartphone or tablet.

How quickly are funds available when deposited by Mobile Check Deposit?

Upon eligibility,* the first \$500 may be available after deposit approval. The remaining funds are typically available after a two business day hold.**

What is the maximum amount that can be deposited by Mobile Check Deposit?

You can deposit up to \$10,000 per day. If you need to deposit more than \$10,000, please visit an office or ATM.

How do I endorse the check when using this service?

Endorse the check in the same way you would endorse any check being deposited. Write "For Mobile Deposit" on the back with the signature(s) to ensure you don't deposit the same check twice.

Note: If there are two names on the check, be sure to have both people sign the check prior to depositing. If there are multiple signers, all must be members for the check to be accepted.

Reasons you may be prompted to re-capture a check image

- No endorsement
- Folded or torn corners of the check
- Image not legible
- Amounts do not match
- Routing or account number unclear
- No camera on your device
- Image is too dark
- Access to the account is denied



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How long should I keep a physical check deposited by Mobile Check Deposit?

It is recommended to keep the physical check in a safe place for at least 30 days. Verify the deposit has posted before shredding the check.

Who can I contact if I have questions?

Contact our Member Service Center at **800.991.2221**.

*Inquire with a member service representative for eligibility details.

**You will receive notification if extended reviews are required.