

# EFCU Financial Mobile Deposit FAQ

## What is Mobile Deposit?

EFCU Financial's Mobile Deposit is a convenient and secure service that gives you the ability to electronically deposit checks into your account. With the EFCU Financial mobile app, you can photograph the front and back of the check you'd like deposited whenever and wherever it's convenient for you.

## Is Mobile Deposit secure?

Yes. As always, EFCU Financial continues to protect the confidentiality and security of your online financial activities. Mobile Deposit is simply a component of EFCU Financial's mobile app. The same technology we use to protect you and your accounts while you're using our app keeps you protected while using Mobile Deposit.

## What do I need for Mobile Deposit?

A valid EFCU Financial account in good standing.

An EFCU Financial Mobile Banking account and the EFCU Financial mobile app (you can enroll in mobile banking at [efedcu.org](http://efedcu.org)).

A compatible smartphone with Internet access and a camera.

## How do I get Mobile Deposit?

If you have the EFCU Financial mobile app, you already have Mobile Deposit. If not, enroll in EFCU Financial's Online Banking, read and accept the User Agreement, and download the mobile app from your Apple or Android App Store. You do not need to sign up or download anything extra.

## To which EFCU Financial accounts can I send a Mobile Deposit?

- Regular Savings
- Classic or Rewards Checking
- Business Checking
- Business Savings

Deposits cannot be made to a Certificate of Deposit, IRA or HSA account. Opportunity Checking accounts are not eligible for Mobile Deposit at this time.

## What is my login ID and password for Mobile Deposit?

You don't have a separate login and password. To access Mobile Deposit, login to the EFCU Financial app and select **Deposit** from the bottom bar.

## Do I have to pay for Mobile Deposit?

EFCU Financial doesn't charge you any fees for Mobile Deposit. You may want to check with your wireless carrier to verify message and data rates don't apply.

## **What type of software does my phone require for Mobile Deposit?**

- Android® (Version 2.0)
- Operating system versions below v2.1 are **not** supported.
- User installed operating system versions ('Custom ROMs') are not supported. Only operating systems installed by the manufacturer/carrier by default are supported.
- Apple® (Version iOS 3.0)
- Operating system versions v3 and above are supported

## **Can I access my account from more than one smartphone?**

Yes, if those mobile phones are added to your online banking account. To do this, select the **Self-Service** tab in your online banking account and choose **Sign Up/Manage My Money**.

## **Can I access multiple EFCU Financial accounts from my smartphone?**

Yes. You can access any account where you have ownership rights.

## **When will my Mobile Deposit be credited to my account?**

Deposits made before 12:00 p.m. on business days will be credited after 3:00 p.m. on that same business day. Deposits made after 12:00 p.m. on business days will be credited the following business day, after 3:00 p.m. Credit Union holds may apply. Contact Member Services at (225) 214-6800 after 3:00 p.m. with questions about availability.

## **When will my Mobile Deposit be available for use?**

Funds from most deposits made through Mobile Deposit will typically be available on the fifth business day after the day you receive credit for your deposit. If you make a deposit before 12:00 p.m. CST on a business day, we will consider that day to be the day of deposit. If a deposit is made after 12:00 p.m. CST on a business day, the following business day will be considered your date of deposit. Longer hold times may apply in some cases.

## **What is considered a business day?**

EFCU Financial business days are Monday through Friday. Saturdays, Sundays and Federal holidays are not considered business days.

## **Are there any deposit limits?**

Yes. The daily maximum deposit limit is \$3,000.

## **How many checks can I deposit?**

You can deposit one check at a time, but multiple deposits can be submitted each day.

## **What type of checks can I deposit with Mobile Deposit?**

- Personal checks
- Business checks
- Cashier's checks
- Federal Reserve checks
- U.S. Treasury checks
- Payroll checks

## **What types of checks cannot be deposited with Mobile Deposit?**

- Checks greater than \$3,000
- Checks payable to cash
- Checks in foreign currency or drawn on a foreign bank
- Postdated checks
- Unsigned checks
- Third party checks
- Checks without a valid endorsement on the back

## **How should I endorse checks deposited using Mobile Deposit?**

Checks must be endorsed by all parties listed as payees on the check. The term, "For mobile deposit only, EFCU account # \_\_\_\_\_" should be written under the signature before a picture is taken.

## **How long should I keep my checks after I deposit them?**

Checks deposited using Mobile Deposit should be securely retained for 90 days. After this time, the original check may be destroyed.

## **Are my deposits made real-time?**

No. Deposits are not real-time. After you confirm your deposit, it will move into a status. The status of your deposit will change once the Credit Union has reviewed your deposit and deemed it acceptable to forward on for posting. An accepted status does not mean the deposit has been credit to the account. The credit of the deposit will not occur until later, when we receive and post the credit to your account.

## **How can I check the status of my deposit?**

While in Online Banking, click the **Deposit** tab, then select **View Deposit History**. Next to your deposit, an icon will indicate the status of the deposit.

## **How do I view details about my deposit?**

While in Online Banking, click the **Deposit** tab, then select **View Deposit History**. A list of your scanned deposits will display. If you select the deposit, you can view the deposit details, along with a copy of the front and back of the check deposited.

## How long is my deposit history available for viewing?

Deposit history is available for viewing online for 90 days with your mobile device. Check imagesd by your mobile device are available for 45 days. For deposit history or check images older than their available timeframe, contact our Call Center at (225) 214-6800.

