

# Mobile Deposit Question & Answer

## What is Mobile Deposit?

Mobile Deposit allows you to deposit an endorsed check via an image from your mobile device or tablet. The image is sent electronically to CoreFirst for account credit.

## What are the advantages of Mobile Deposit?

Save time and money by eliminating trips to the bank to deposit checks.

## Is Mobile Deposit Secure?

As with all of our online/mobile banking products, CoreFirst Bank & Trust uses multi-layered authentication before allowing access. Authentication can include several things that the bank knows about its accountholder. These items can include the correct knowledge of passwords, personal identification numbers and correct usernames.

## How does Mobile Deposit Work?

An image of the front and back of your endorsed check is captured and sent to the bank. Mobile Deposit allows you to transmit those images to CoreFirst for deposit into the selected account. Once you have enrolled for the service and received the approval email you will:

- ➔ Login to the CoreFirst Mobile Banking App
- ➔ Click on Transactions
- ➔ Click on Deposit Check
- ➔ Choose account and enter the amount
- ➔ Follow steps to capture front and back image of the check
- ➔ Watch for deposit notification email approving your deposit

## How much can I deposit?

Deposits can be submitted one at a time and may not include more than one check in a single deposit. You can submit up to 10 deposits per day up to \$1,500 per day. There is a monthly limit of \$2,500 per account with Mobile Deposit. Business customers may have different limits.

## Do I need to utilize/take a picture of a paper deposit slip?

No, the electronic image of the check is all that is needed to complete the deposit.

## When will my deposit be processed?

Deposits submitted before 7p.m. CST on a business day will be processed that day. Deposits submitted after 7p.m. or on a non-business day will be processed the next business day.

## When will my funds be made available?

You can generally access your money by the next business day after the day you make your deposit. However, we may delay your access based on other factors we determine at our discretion.

### **What kind of checks can I deposit?**

You can deposit any check that is payable in U.S. dollars and drawn on any U.S. bank. Including, but not limited to:

- Personal checks
- Business checks
- U.S. Treasury checks

### **Can I deposit foreign currency checks?**

No, only checks made payable in U.S. dollars can be deposited.

### **Do I have to take an image of the back of the check?**

Yes, you will be prompted to capture an image of the back of the check. Make sure to have your check properly endorsed for proper credit into your account.

### **What is the best way to take an image of the check I am depositing?**

- Make sure your check is endorsed before beginning mobile deposit
- Place the check on a hard surface that is non-reflective and free of clutter
- Line-up the check with the guides that are provided
- Once you capture the image you can review it and retake if necessary

### **How long should I keep the original check once it is deposited?**

Once you have scanned and submitted your deposit, you should mark the check so you know it has been deposited. Once you have verified that the deposit was credited to your account through Internet Banking or your monthly account statement, you may destroy the check. There are no laws or regulations that specify any length of time that you need to retain the original check. We recommend that you destroy the original check immediately once you have verified it has been posted to your account.

### **Will I be able to see the mobile deposit transaction in Internet Banking and on my bank statement?**

- The deposit will be viewable in Internet Banking the next business day and will be listed as a “Mobile Deposit” in your transaction history. By clicking the icon to the left of the description you will be able to review details about the deposit.
- Your monthly bank statement will also list the deposit as “Mobile Deposit” in your transaction detail.

### **Who can I call if I have questions about mobile deposit?**

Please call Customer Service Call Center at 785.267.8900 or 1.800.280.0123.