

LMFCU MOBILE DEPOSIT INFORMATION & FREQUENTLY ASKED QUESTIONS

About LMFCU's Mobile Deposit

What is Mobile Deposit?

Mobile Deposit is a new service that allows you to deposit checks directly into your LMFCU personal checking or savings account using your Android phone, iPhone or iPad2!

Who is eligible for Mobile Deposit?

To qualify for LMFCU's Mobile Deposit, members must be in good standing, have an active LMFCU personal savings or checking account, have been a member for at least 30 days, and have activated Online and Mobile Banking.

To check if your account is eligible for Mobile Deposit, log into Mobile Banking. If "Deposit" is listed at the bottom of the main screen, you are eligible. If the mobile app does not display the Deposit button, please contact the office to confirm if Mobile Deposit is available to you.

Is Mobile Deposit secure?

Yes. You access Mobile Deposit through LMFCU's Mobile Banking app, which uses encryption similar to Online Banking to keep your information secure and confidential. LMFCU's Mobile Banking applications do not store any confidential information on your phone.

Are there limits on the check deposit amounts?

YES! The per check limit is \$2,500.00 and the daily limit is \$5,000.00. If the check amount exceeds a deposit limit, the mobile app will not accept the deposit. To confirm your deposit limit or to have your Mobile Deposit limit raised, please contact a Member Service Representative.

What types of LMFCU accounts accept Mobile Deposit?

You may deposit funds into any of your LMFCU personal checking, savings or Money Market accounts.

Can I see a demo of how Mobile Deposit works?

Sorry, but we do not have a demo available. The deposit process provides easy to understand instructions to guide you through the process. You may also contact a Member Service Representative as needed.

Getting Started with LMFCU's Mobile Deposit

How do I sign up for LMFCU's Mobile Deposit?

First, make sure you are signed up for Online Banking and Mobile Banking. If so, you are ready to immediately use mobile deposit.

Haven't signed up for Online Banking?

Visit lmfcu.org and click on the Online Banking "Enroll Now" link to complete the Online Banking Enrollment. Then follow the next step below to activate the Mobile Banking app.

Haven't downloaded the Mobile Banking app?

Visit the Apple App store or the Android App Marketplace to download the TouchBanking Mobile Banking app (search for "TouchBanking").

Activate the app with the code "lmfcumobile".

Finally, launch the TouchBanking app and touch the "Deposit" icon at the screen bottom and follow the instructions!

What types of checks may I deposit through Mobile Deposit?

LMFCU's Mobile Deposit allows you to deposit only single-party, domestic checks payable to a person. The following checks may not be deposited through Mobile Deposit;

- Payable to a business or estate
- Savings Bonds
- Traveler's checks
- Foreign checks
- Third party checks
- Items stamped with "nonnegotiable"
- Incomplete checks
- Stale-dated or "post-dated" checks
- Checks that contain evidence of alteration to the information
- Checks purported to be a lottery or prize winning
- Checks previously submitted for deposit to any financial institution.

Using LMFCU's Mobile Deposit

When will my deposit be credited to my account?

Deposits completed by 2:30 pm EST will be shown in your account balance after 5:30 pm EST of the business date your deposit was received. For example, a mobile deposit completed on Sunday afternoon will be listed in your account balance and account history after 5:30 pm on Monday.

The balance of deposits in excess of \$225 made by 3:00 pm ET will be available on the 2nd business day after your deposit.

Please note that deposit amounts may be adjusted up to 2 business days after a deposit is made, pending final processing of the check.

What fees are charged to use Mobile Deposit?

LMFCU's Mobile Deposit service is free of charge. Please note there may be a fee for checks deposited that are later returned.

What should I do with the check once it has been scanned?

Store your check(s) in a safe place until you receive confirmation in Online Banking that your deposit has been accepted. You may want to wait 90 days to ensure both LMFCU and the issuing institution honor the check. Then destroy the check by shredding or another commercially acceptable means of data destruction

How do I know that my check was submitted for deposit?

What proof do I have that my check has been deposited?

You will be provided a confirmation number on your confirmation screen. You may also verify the deposit through Online Banking or Mobile Banking.

Please note that deposits will be shown in your balance once they have been processed at the end of the business day received.

May I deposit more than one check at a time?

Yes. Once you complete your first check deposit, restart the process to deposit another check.

Tips on using Mobile Check Deposit

- Before logging into the Mobile Deposit app, close all other apps running in the background on your mobile phone.
- Sign/Endorse the back of your check, and label it "Remote Deposit Only at LMFCU"
- Flatten folded or crumpled checks before taking your photos.
- When prompted for the amount, carefully enter the check amount to ensure it matches the amount written on your check.
- Keep the check within the view finder on the camera screen when capturing your photos. Be sure all four corners are visible.
- Try not to capture too much of the areas surrounding the check.
- Take the photos of your check in a well-lit area.
- Place the check on solid dark background before taking the photo.
- Keep your phone flat and steady above the check when taking your photos.

- Hold the camera as square to the check as possible to reduce corner to corner skew.
- Make sure that the entire check image is visible and in focus before submitting your deposit.
- Avoid any shadows across the check
- The MICR line (numbers on the bottom of your check) is readable.

Mobile Deposit App Verifications

The following verifications are enforced and may cause the Mobile App to reject the deposit.

- Valid Routing-Transit number
- No foreign Items
- The quality of the check image isn't adequate for the app to read the required information.
- Deposit amount entered doesn't match the amount that the app reads from the check image
- Deposit Amount exceeds your check deposit limit.
- Deposit Amount exceeds daily total deposit limit
- Missing Endorsement
- Back of the check does not include "Remote Deposit only at LMFCU"

What do I do if my check is rejected in Mobile Deposit?

Double check the following:

- Your check photos are clear and legible.
- Be sure that there are no shadows on the check, the check itself is not wrinkled excessively, the image is not blurry from "camera shake," and the writing is contained within the relevant spaces on the check.
- You have positioned the check against a dark or contrasting background
- The MICR line is fully visible (be sure the corners of the check are not covering this line).
- There is space between the MICR line and the edge of the image
- The check number, payee, endorsement, character (numeric) amount legal (written) amount, and MICR line are all readable.

If the check continues to be rejected, please mail the check to us or deposit the check in-person. You may also contact a Member Service Representative at 800-410-0501.