

## HFS Federal Credit Union Mobile Deposit FAQ

Q: Is there a cost to use Mobile Deposit?

A: HFS FCU does not charge you for making deposits through Mobile Deposit. However, fees and charges may apply to dishonored deposits and fees and charges from your phone service provider apply.

Q: What do I need to write on the back of the check?

A: Prior to taking an image of the original check, clearly endorse the back of the check with "HFS FCU Mobile Deposit" and the account number to which the check will be deposited. Ex... "HFS FCU Mobile Deposit Acct # 12345"

Q: What do I do with the check after I have completed my Mobile Deposit?

A: HFS recommends you retain the original check for at least thirty (30) days after it has posted to your account. In addition, add a note to the front of the original check such as "deposited to HFS FCU" and the date of deposit to help you remember when and where this check was deposited.

Q: How long will it take for the funds to show up in my account?

A: In most cases, a check deposited through Mobile Deposit on a business day prior to 8:00 pm Eastern Time (ET) will be processed and deposited on the same business day. Checks deposited after 8:00 pm ET will be processed on the next business day. Business days are defined as Monday through Friday excluding weekends and holidays.

Q: Are there limits to the dollar amount that can be deposited through Mobile Deposit?

A: Checks in excess of \$5,000 are not accepted through Mobile Deposit. In addition there is a daily limit of \$5,000 that may be deposited through Mobile Deposit per business day (measured from 8:00 pm ET to 8:00 pm ET of the following business day). Amounts in excess of \$5,000 may be deposited at any HFS FCU branch.

Q: What types of checks can be deposited through Mobile Deposit?

A: Most U.S. personal checks can be deposited through Mobile Deposit. Certain types of checks such as Cashier's Checks, Money Orders, Postal Orders, Traveler's Checks, US Treasury Checks, and checks that require special endorsements or warrants are not accepted. Any check not accepted by Mobile Deposit may be taken to any HFS FCU branch location for deposit.

Q: Is there a limit on how many checks I can deposit per day?

A: There is no limit on the amount of checks that can be deposited per day, as long as it does not exceed the limit of \$5,000 per business day.

Q: Can Mobile Deposit be used on the mobile browser?

A: Not at this time. Currently Mobile Deposit can only be accessed through the HFS Mobile App which is available for all smartphone and tablet users who are able to download apps from the Apple®, Google Play™, or Amazon™ App stores.