

Frequently Asked Questions

What is Mobile Deposit?

Mobile Deposit allows you to make secure deposits anytime, anywhere, quick as a snap, using supported Apple and Android devices. With Phoenixville Federal's Mobile Deposit you are able to electronically deposit checks using your Phoenix Fed Mobile Banking App.

Who's eligible to use Mobile Deposit?

Current Phoenixville Federal Online Banking customers who are 18 years of age and older, maintain a Phoenixville Federal Bank & Trust checking account, and who have accepted the Mobile Banking Terms & Conditions.

Is there a fee for Mobile Deposit?

Phoenix Fed Mobile Banking and Mobile Deposit are FREE! However, your mobile carrier's text messaging and web access charges may apply. Web access is needed to use Mobile Deposit. Please check with your service provider for details on specific fees and charges.

Is Mobile Deposit secure?

We use advanced encryption and security technology to ensure that deposits made through the Phoenix Fed Mobile Banking App are secure. Online banking credentials and check images are not stored on your mobile device. Account numbers are not listed; instead you view accounts by nickname. 128-bit encryption masks your sensitive information.

How do I get Mobile Deposit?

To use Mobile Deposit, you need to be a current Phoenixville Federal Online Banking and Phoenix Fed Mobile Banking App user.

How does Mobile Deposit work?

Mobile Deposit is secure and easy to use. Sign in to your Phoenixville Federal Mobile Banking App and then follow these simple steps:

- Select the Deposits button/tab.
- Select New Deposit.
- Select the checking account you would like the check deposited to.
- Enter the check amount.
- Take a picture of the front and back of your endorsed check with your mobile device. For images that work best, follow these suggestions:
 - Place your check on a dark-colored, plain surface that is well lit.
 - Position your camera directly on the check, not at an angle.
 - Fit all four corners of the check in the guides of your mobile device's camera screen.
- After successfully submitting the check image, you will receive a confirmation screen letting you know the deposit is pending. You will receive credit for the deposit in up to two business days.

How should I endorse the check?

If the back of the check is not properly endorsed we reserve the right to reject the check for deposit. Endorsement should include the payee's signature (your endorsement) and the words "**For Mobile Deposit Only**".

What are the cut-off times for deposits made with Mobile Deposit?

Mobile Deposit funds are generally available on the next business day after the day of your deposit, unless a hold is applied. If that is the case, you will receive a message the next day, in regards to the

deposit. Saturday, Sunday, and Federal holidays are not considered business days, even if the bank may be open on those days.

For deposits made **before** 3 pm EST business days, funds are generally available on the next day after the day of your deposit.

For deposits made **after** 3 pm EST business days, funds are generally available on the 2nd business day after the day of your deposit.

For deposits made on **Non-business** days, funds are generally available on the 2nd business day after the day of your deposit.

How are deposits made on the weekend handled?

Deposits made after the cut-off on Friday (3 pm), Saturday or throughout the weekend are processed on the next business day following the weekend.

Saturdays, Sundays, and Federal Holidays are not considered business days for processing purposes, even if the bank may be open on those days.

What should I do with my paper check?

Please securely store your check for 5-14 business days. After that timeframe, destroy the paper check. This will allow sufficient time in case the original check is required for any reason.

What types of checks can I deposit?

You can deposit checks payable in U.S. dollars and drawn at any U.S. bank, including personal, business, and government checks. The checks must be payable to and endorsed by the account holder.

International checks, U.S. savings bonds, U.S. postal money orders, remotely created checks (whether in paper form or electronically created), convenience checks (checks drawn against a line of credit), and cash are not eligible for Mobile Deposit.

What dollar limits apply to Mobile Deposit?

Check limit/Daily limit is \$5,000

How many checks can I include in one deposit? Can multiple deposits be submitted the same day?

One check equals one deposit. Mobile Deposit does not limit the number of checks that can be submitted in one day. However a daily deposit limit of \$5,000 does apply.

Why am I unable to deposit my check?

Here are a few common errors that may cause your check to be rejected for mobile deposit:

- Folded or torn corners
- Front image is not legible
- Back of check is not endorsed properly
- Amounts not matching
- Routing and account numbers are unclear
- No camera on the device
- Image is too dark
- Amount is over daily limit (\$5,000)
- Try using mobile deposit in a well-lit area to prevent shadows and poor image quality. Keep your hands clear of the check while taking the picture.

Are electronic versions of checks legal?

Yes, Check 21 legislation allows banks to exchange images of checks for collection instead of paper. Today a majority of checks in the United States are cleared electronically.

Can I view past mobile deposits?

Within the Phoenix Fed Mobile Banking App, using Mobile Deposit, you are able to view mobile deposits made in the previous 45 days, including the check images.