

Platte Valley Bank

Mobile Deposit – Frequently Asked Questions

What is Platte Valley Bank Mobile Deposit?

The Platte Valley Bank Mobile App provides for a check deposit once this is enabled for a customer. You can deposit a check from the Platte Valley Bank Mobile App on your iPhone, iPad, or Android Smartphones by taking a picture of the front and back of your check. You must be enrolled in Online Banking to use the Mobile Banking App. Some restrictions apply.

Are there eligibility requirements to meet in order to utilize Mobile Deposit?

Yes. Platte Valley Bank Mobile Deposit is available to customers that 1) have accepted the Online Banking & Bill Payment/Mobile Check Deposit Terms and Conditions, 2) are at least 18 years of age and 3) is an established Platte Valley Bank customer for a minimum of 3 months with their account in good standing.

How do I use Platte Valley Bank Mobile Deposit?

- ▶ Sign into your Platte Valley Bank app.
- ▶ Select Check Deposit.
- ▶ Select Deposit a Check.
- ▶ Ensure the check is endorsed correctly. (signature and “For Mobile Deposit Only, Account #”)
- ▶ Take a photo of the front & back of the check.
- ▶ Enter the Check Amount.
- ▶ Select the Account to deposit into.
- ▶ Select Deposit.

How will I know if my deposit was accepted by the bank?

You will receive an email notification once your deposit is processed. This may be up to 1 business day later.

Are there any limits/restrictions on what I can deposit through Mobile deposit?

Yes. The dollar limit of a check that may be deposited electronically is \$3,000.

We also have restrictions on the types of items that can be deposited via Mobile Deposit.

Items that can be deposited:

- ▶ Checks made payable to the account owner or joint owners that have been properly endorsed.

Items (most common items) that CAN NOT be deposited:

- ▶ Checks payable to any person or entity other than you;
- ▶ Checks containing evidence of alteration, or which you know to be suspect, or should know or suspect, are fraudulent or otherwise not authorized by the owner of the account on which the check or item is drawn;
- ▶ Checks previously converted to a substitute check, as defined in Federal Reserve Regulation CC (“Reg CC”);
- ▶ Checks that are remotely created checks, as defined in Reg. CC;
- ▶ Foreign Checks (checks drawn on an institution not located within the US or not payable in US currency);
- ▶ Checks dated more than six (6) months prior to the date of deposit;
- ▶ Checks issued by the U.S. Treasury Department;
- ▶ Checks that have been previously submitted through Platte Valley Bank Mobile Deposit or through a remote deposit capture service offered at any other financial institution.

Refer to Mobile Check Deposit Terms & Conditions for a complete list.

How should my checks be endorsed?

The back of the checks should be signed with the following endorsement:

Customer Signature

“For Mobile Deposit Only”

Account Number

Checks without proper endorsement will be rejected or returned for proper endorsement.

When will my mobile deposit be available?

Funds from deposits made by 4:00P CST Monday through Friday will be considered deposited on that business day, otherwise the deposit will be deposited on the next business day we are open. Generally, funds will be made available the next business day from the day of deposit. In some circumstances Platte Valley Bank may delay availability of funds. See Mobile Check Deposit Terms & Conditions.

Can multiple checks be deposited in one deposit?

No. Only one check may be deposited per transaction.

What if I submitted a deposit for the wrong amount? Do I need to resubmit the deposit?

No, you do not need to resubmit your deposit. If you entered the wrong amount for deposit, our bookkeeping department will correct the deposit amount.

How long must I keep the original check once I deposit it?

Securely store the original check for 30 days. After 30 days and validation that the correct amount has been deposited, destroy the check by first writing “VOID” across the check and shredding it.

How much does it cost to deposit an item through Mobile Deposit?

This is a FREE service. There is no cost to you to deposit items through Mobile Deposit. However, there may be additional data costs related to accessing the Platte Valley Bank Mobile App from your mobile device. Please check your wireless plan or verify with your wireless carrier.

Are there any helpful hints to make using Mobile Deposit easier?

- ▶ Make sure the check amount entered matches the amount written.
- ▶ Make sure the check is endorsed properly with signature and “For Mobile Deposit only, Account # _____”
- ▶ Flatten and smooth crumpled checks before taking the photos.
- ▶ Keep the check within the screen corners when capturing your photo.
- ▶ Make sure your photos are taken in a well-lit area on a dark background.
- ▶ Keep your photo steady and flat above the check when taking your photos.
- ▶ Make sure your check image is in focus before submitting your deposit.