



The Credit Union for Robertson County
Remote Deposit Policy

Remote Deposit Capture enables a check to be entered for deposit via a mobile device (iPhone, iPad, android phone or android tablet). Remote Deposit Capture allows a picture to be taken of a check for deposit and forwards it to the Credit Union via TCURC's Mobile App. TCURC's mobile app is free and available in the Apple App Store and Android's Google Play.

- 1) **AUTHORIZATION:** Access to this service is subject to approval. Account(s) must be in good standing to use TCURC's Remote Deposit Capture. An email or letter notifying of approval or denial of service will be sent within two (2) business days of application. Remote Deposit Capture is available for individual membership accounts only and is currently not offered to business accounts.
- 2) **NEW MEMBERS:** An account must be established for sixty (60) days to be eligible for Remote Deposit Capture, under the above listed conditions and not have had any overdrafts during that 60-day period. Any exception to this 60 days wait period may be approved by the CEO or the Director of Branch Services.
TCURC's Remote Deposit Capture may be revoked, without notice, at the credit union's discretion if the privilege is abused.
- 3) **E-STATEMENT:** E-Statement election is a requirement for Remote Deposit privileges. This application applies at the account level, not individual on-line internet banking user IDs-so any owner on the account with an active log in will be activated for deposit functions once the application is approved.
- 4) **LIMITS:** There is a deposit limit of \$5000.00 per check; if over this amount TCURC will reject the item. There is a daily deposit aggregate of \$10,000 per day; if over this limit TCURC will reject the item.
- 5) **ENDORSEMENT:** The item (check) must be properly endorsed with "For Remote Deposit, TCURC (Credit Union name or abbreviation), Account #__[insert account number]____" along with the payee(s)'s signature.

After submission and receiving an acceptance notification of the deposit, the member is required to write 'Mobile Deposited' conspicuously on the front of the check, and not attempt to deposit it again anywhere and retain the check for 14 days while deposit process is completed. After 14 days, the member is instructed to shred or otherwise destroy any deposited check to avoid accidental re-submission via remote deposit, mail-in, or in-person services unless instructed otherwise by a representative of TCURC.

- 6) **PROCESSING OF ITEMS:** Images of items transmitted by Member are not considered received by Credit Union until Member has received an electronic confirmation of the receipt of the deposit from the Credit Union. However, receipt of the confirmation from Credit Union does not mean that the transmission was error free or complete. Items transmitted by the member and received by the Credit Union or its subcontractors by 3:00 p.m. Central Time on any business day (federal holidays and weekends are not considered a business day), shall be credited to the Member's applicable account on the next successive Business Day. Two Hundred Dollars (\$200) of the credit amount will be made available immediately. The remainder will be available after a 2-business day hold as stated in Reg CC. Upon review, longer holds may apply as deemed necessary.
- 7) **THE CREDIT UNION RIGHTS AND LIABILITIES:** The CREDIT UNION reserves the right to reject any item transmitted through this service, at our discretion, and may limit the amount or number of items deposited with this service in a day or in a given period of time. If the collectability of an item is in doubt, a hold on the item may be placed until funds are received from the institution it is drawn upon.
- a) The following items are restricted from being deposited utilizing remote deposit capture:
- i) Third Party Checks/Drafts
 - ii) Checks/Drafts containing alterations/erasures
 - iii) Treasury Checks/Drafts
 - iv) Checks/Drafts made to multiple payees
 - v) Checks payable to a business
- b) We are not liable for any items we do not receive or for images that are not transmitted completely.
- c) An image received after 3:00 p.m. will be considered received on the following business day (when the full amount has been credited to your account); however, this does not mean that the transmission was without error and may not be withdrawn.
- d) If an item transmitted is dishonored, rejected or otherwise returned unpaid, the member account is charged back for the amount of the return to the account the check was originally deposited, and a return item fee may be charged as disclosed. If there are not sufficient funds to cover the amount of the returned check, the account will be overdrawn, and the member is then responsible for payment or related fees.
- e) TCURC's liability for errors or omissions with respect to data transmitted or printed by TCURC will be limited to correcting the errors or omissions. The member agrees that it is their personal responsibility to ensure the security of the personal computer and/or mobile device they own and use to access the Service, which includes the security of any wireless or internet service or networks the member may be utilizing. The member agrees that TCURC will not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to damages for lost profits, goodwill, use data or other losses resulting from use of the Service,

inability to use the services, or termination of the services, incurred by the member or any third party, regardless of the form of action or claim (whether contract, tort, strict liability or otherwise) even if TCURC has been informed of the possibility thereof. The member agrees to indemnify and hold harmless TCURC from any loss for breach of the warranty provision, such that they warrant to TCURC that:

- i) The member will only transmit eligible items that are properly endorsed.
- ii) Images will meet the image quality standards.
- iii) The member will not transmit duplicate items.
- iv) The member will not deposit or re-present the original item once it has been scanned and sent through this Service unless specifically requested to do so by TCURC.
- v) The member will not share or otherwise divulge FlexTeller credentials and/or security verification information with or to anyone other than lawful joint owners on the account for any purpose, to include the deposit and transmission of checks not in the member's possession.
- vi) All information provided to TCURC is accurate and true.
- vii) TCURC will not sustain a loss because an image has been deposited.
- viii) The member will comply with the original and any subsequent provisions of the Agreement and all applicable rules, laws and regulations.
- ix) The member agrees to receive all statements via E-Statements (Electronic Copy) through their on-line internet banking Login.



Remote Deposit Application

Remote Deposit Capture enables you to enter a check for deposit via a mobile device (iPhone, iPad, android phone or android tablet).

When making your deposit \$200.00 is released immediately and the remaining amount of the check is placed on a 2-business day hold. A longer hold may be placed as deemed necessary.

Remote Deposit Capture enables you to take a picture of your check for deposit and forward it onto the credit union via TCURC's Mobile App. Depositing via a picture on your smart phone, with TCURC's Mobile Deposit, will simply require you to go to the app store and download our mobile app. Our mobile app is free and available in the Apple App Store and Android's Google Play. Once you are approved and download the mobile app, sign on, you will be able to see the option to send a deposit via a picture on your phone.

Follow these easy instructions for Mobile Deposit:

- 1) There is a Deposit Limit of \$5,000 per check; if over this limit TCURC will reject the item.
- 2) There is a Daily Deposit aggregate limit of \$10,000 per day; if over this limit TCURC will reject the item(s).
- 3) Ensure your check is properly endorsed with "**For Remote Deposit, TCURC (Credit Union name or abbreviation), Account#_**" and add your signature on the next endorsement line. (Please do not use light colored pens as they do not show up (pink, orange, etc.) Black or Blue is best.
- 4) Login to TCURC's Mobile Banking App from a Smart Device (iPhone, iPad, Android phone, or Android Tablet).
- 5) Once logged in it will bring you to the "Summary Page," select the menu button in the top left corner of the page.
- 6) Select on the "Deposit" menu item.
- 7) You now have the option to choose between "Deposit" or "Review." Select on Deposit.
- 8) The "Deposit Instructions" will display. Read the instructions and then select "Okay!"

- 9) Select what account suffix (Savings or Checking) you want the check deposited into. Choose whether the check type is a personal or business check. Enter the amount displayed on the check. If the wrong amount is entered, it will ask you to re-enter the check amount.
- 10) Take a picture of the front and back of the check on a dark background. Make sure you follow the instructions given earlier and **be sure that the full image of the check is included inside the frame so there is a little bit of room between the check and the white guides**. Make sure that the entire check and signatures are clearly visible.
- 11) Verify your Deposit and select on "Deposit" at the bottom of the screen!
- 12) You will get an approval message of the deposit.
- 13) Please keep your check for at least 14 days to ensure it is not returned as "not paid."

AUTHORIZATION

Access to this service is subject to approval. You must have an Active Account in good standing to use TCURC's Remote Deposit Capture. You will receive an email or letter notifying you of approval within 2 business days. This application process is for individual membership accounts only.

NEW MEMBERS: If you are a new member, we will activate Remote Deposit after 60 days if you are eligible under the above conditions and you have not had any overdrafts during that 60-day period. TCURC's Remote Deposit service may be revoked, without notice, at the credit unions discretion if the privilege is abused. E-Statement election is a requirement for Remote Deposit privileges.

PLEASE NOTE: This application applies at the **ACCOUNT LEVEL**, not individual on-line internet banking user IDs - so any owner on the account with an active log in will be activated for deposit functions once the application is approved.

Member Name: _____ **Date** _____

Email Address: _____ **Acct #** _____

Signature _____

Referred by (CU Employee) _____