

## Mobile Deposit Capture Q & A Customers

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**Q: What is Mobile Deposit Capture?**

*A: Mobile Deposit Capture (MDC) is a service that is included in your mobile banking application, which allows you to take images of checks and deposit them directly to your account with Bank of Wolcott.*

**Q: How do I know if I am eligible for the service?**

*A: To qualify for Mobile Deposit, the following criteria apply:*

- *Be a customer in good standing, with at least a Simple, Regular, Student, NOW, HiFi, Premier or Business Account*

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

*A. You should see SUCCESS message appear after your check has been submitted.*

**Q: When will I be able to see the deposit in my account?**

*A: After you submit your deposit and it has been accepted, you they will be able to see the deposit in their account when Bank of Wolcott turns over the bank at night (between 7 and 10pm). However, funds availability rules will apply based on the type of the check, check amount, and your account history. Deposits made after 3:30 pm EST will be processed on the next business day.*

**Q: Once I submit a check for deposit and receive confirmation that the check was received successfully, is it possible for the check to be returned and the funds withdrawn from my account?**

*A: Yes, it is possible that the check will be returned during our review process. There are a variety of reasons that could cause a check to be returned, including:*

*MICR line (black bars across bottom of check) may have been over-cropped*

- *Improper Endorsement*
- *Check amount could not be read*
- *Blank or suspect check*
- *Check number could not be read*
- *Check date could not be read*
- *Front signature was not detected or is missing*
- *Account number, routing number or other check data could not be read*
- *Invalid routing number information*
- *If you continue to experience problems, you may deposit the check at any of our branches.*

*If this happens to you, you will receive a receipt in your email making you aware of the check status and why it was returned.*



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**Q: Are there any limits to the quantity of checks or the dollar amount of checks deposited?**

*A: All customers will start at the basic level. Customers may be moved to higher levels based on bank relationships and account status.*

	Daily Limit	7 Day Limit	30 Day Limit
Bronze	\$1,250.00	\$2,000.00	\$5,000.00
Silver	\$5,000.00	\$15,000.00	\$30,000.00
Gold	\$150,000.00	\$200,000.00	\$300,000.00

*There is not a limit on the quantity of checks that you are allowed to deposit.*

**Q: Can I deposit all types of checks?**

*A: There are some types of checks that are prohibited from being deposited:*

- *Checks that are payable to any person or entity other than you or include a third-party endorsement*
- *Checks payable jointly, unless deposited into an account in the name of all payees.*
- *Checks with any endorsement on the back other than that specified in this Agreement.*
- *Checks that you know or suspect, or should know or suspect, are fraudulent or otherwise not authorized by the owner of the account on which the check is drawn, including checks received via Internet solicitations*
- *Checks that have not been previously endorsed by a financial institution (a bank, savings and loan, or a credit union) and are either “substitute checks” or Image Replacement Documents (“IRD”) that purport to be substitute checks, without Bank of Wolcott’s prior written consent*
- *Checks that are drawn on financial institutions that are located outside of the United States or Territories of the United States*
- *Checks not payable in United States currency.*
- *Checks dated more than 6 months prior to the date of deposit or future-dated checks.*
- *Checks that are in any way incomplete.*
- *Checks on which the numerical and written amount are different.*
- *Checks that are payable to cash.*
- *Checks that are Remotely Created Checks, as that term is defined in Regulation CC*
- *Checks which are not acceptable to Bank of Wolcott for remote deposit into a deposit account, including Savings Bonds, Travelers Checks and Mutilated Checks*
- *Checks that have previously submitted through the Service or through a remote deposit capture service offered at any other financial institution.*

**Q: Can loan payments be made with Mobile Remote Deposit Capture?**

*A: No*



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**Q: Can I make a deposit into my savings account with Mobile Remote Deposit Capture?**

**A:** *No*

**Q: Can additional holds be applied to my check?**

**A:** *Yes, in some circumstances additional holds may be applied to the check you deposited.*

**Q: How long will Bank of Wolcott retain the substitute checks?**

**A:** *Bank of Wolcott will retain any substitute checks it generates for seven (7) years.*

**Q: Are there any service fees?**

**A:** Fees for the Mobile Remote Deposit Capture service vary depending on the checking product you are in.

	Limit	Number Permitted Before Charge	Charge
<i>Easy</i>	<i>Unlimited</i>	<i>NA</i>	<i>\$0.75 / check</i>
<i>Simple/ Regular / Student</i>	<i>Unlimited</i>	<i>5 free per month</i>	<i>\$0.50 / check</i>
<i>NOW / HiFi / Premier</i>	<i>Unlimited</i>	<i>5 free per month</i>	<i>\$0.50 / check</i>
<i>Basic Business</i>	<i>Unlimited</i>	<i>10 free per months</i>	<i>\$0.50 / check</i>
<i>Commercial</i>	<i>Unlimited</i>	<i>NA</i>	<i>\$0.50 / check</i>

All Service Fees are subject to change by Bank of Wolcott upon thirty (30) days notice before we increase the Service Fee.

**Q: Can this service be changed by Bank of Wolcott?**

**A:** *Bank of Wolcott reserves the right to modify the Service from time to time without making prior notice to customers.*

**Q: What is the difference between Mobile Deposit Capture and Mobile Banking?**

**A:** *Mobile Deposit Capture allows you to deposit checks using your mobile device. Mobile Banking allows you to process transfers, check balances and make bill payments using your mobile device.*

**Q: Am I able to cancel a check that I deposited through Mobile Deposit Capture?**

**A:** *No, once you have submitted a check for deposit, you will be unable to cancel the deposit. However, you are able to cancel during the deposit process prior to submitting the deposit for processing.*

**Q: What if I have problems depositing my check via Mobile Deposit Capture?**

**A:** *You may experience problems with check deposits that may not meet image quality standards or may not be an item eligible for Mobile Deposit Capture such as a foreign item, savings bond or a stale dated check. You will receive an error during the deposit process*

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*notifying you that we are unable to accept the deposit via Mobile Remote Deposit Capture. You may be able to present this item for deposit at a branch.*

**Q: What if my check doesn't have very legible handwriting?**

*A: After check images are approved for proper quality and successfully sent to Bank of Wolcott, mobile deposit checks are analyzed by the same standards as checks presented at a branch, by mail, or at the ATM. Checks will need to be readable and clear.*

**Q: My check was written more than six months ago. Can I still deposit it?**

*A: No. In most cases, checks that were written more than six months ago are considered "stale-dated" and you will need to request the originator to issue a replacement. Exceptions to this are usually printed somewhere on the check and vary depending on the type of check.*

**Q: How long must I keep the original check once I deposit it through MDC?**

*A: We recommend that you keep the check for at least 60 business days after you successfully deposit the check through MDC. You do not have to mail in your check. You will retain the original of all imaged checks that have been deposited via Mobile Remote Deposit Capture. It is your responsibility to properly destroy and dispose of such original checks after such time. During the period that you maintain any original checks, you understand and agree that you must use a high degree of care to protect these original checks against security risks.*

**Q: How do I endorse the check for deposit?**

*A: On the back of the check, you need to print "for mobile deposit only" OR check the box next to "Check Here for Mobile Deposit" and then sign your name exactly as the check was made payable on the front of the check in order for it to be processed through MDC.*

**Q: Is it safe to use this service?**

*A: Yes, Mobile Deposit Capture is a safe and secure service that Bank of Wolcott offers its customers. It is part of our Mobile application, which requires unique login credentials to access. If we detect that you are accessing your account from an un-registered device, we use multifactor authentication to verify your identity before allowing you to access your account. Once the check image has been submitted, that image travels down safe and secure channels for processing.*

**Q: What happens if I lose my phone?**

*A: It's unlikely that anyone will be able to access your account unless they know your username and password, although we do recommend that you change your password just to be safe. Remember to keep your account information safe – it's best to memorize it- and never store that information on your mobile device. Also, you should enable your device's built-in lock functionality if you haven't already. This will password-protect access to your device.*