



# Prospera CREDIT UNION

## mobile check deposit FAQ's

### Basics:

#### **What is Mobile Check Deposit?**

Mobile Check Deposit is a service available through the Prospera Mobile App that deposits checks to your Prospera Credit Union checking account(s) electronically using the camera on your smartphone or other electronic device.

#### **Is there a cost to use Mobile Check Deposit?**

No. (Usage rates from your mobile carrier may apply when using the Mobile App or Check Deposit.)

#### **Is Mobile Check Deposit safe and secure?**

Yes. The data is encrypted using state-of-the-art image processing and optical character recognition. The phone cache is cleared after every session so check images are not stored on your electronic device.

#### **Am I eligible to use Mobile Check Deposit?**

To use Mobile Check Deposit you must:

1. Have a valid email address
2. Have been a member of Prospera Credit Union for at least 60 days
3. Have an active consumer checking account (business accounts are not eligible at this time)
4. Be in good standing with Prospera Credit Union

#### **Which of my Prospera Credit Union accounts are eligible for Mobile Check Deposit?**

You can use Mobile Check Deposit to deposit checks into any Prospera Credit Union checking account(s) of which you are an owner (primary or joint).

#### **What devices are compatible with Mobile Check Deposit?**

Apple iPhone, iPad, and the iPod Touch as well as Android Phones and Tablets and Kindle Fire. Older model Kindle and Android devices, may not support Mobile Check Deposit due to camera megapixel limitation.

#### **What types of checks does Mobile Check Deposit accept?**

Acceptable check types made payable to you in U.S. dollars include: personal checks, business checks, or cashier's checks drawn on a financial institution located within the U.S.

# Sign up:

## How do I access Mobile Check Deposit?

Download Prospera Credit Union's mobile app from the App Store (Apple) or Google Play (Android). Search for "Prospera". You can access Mobile Check Deposit within Prospera Credit Union's Mobile App.

## How do I submit my enrollment for Mobile Check Deposit?

1. Open Prospera Credit Union's **Mobile App**
2. Select **Mobile Check Deposit**
3. Select **Sign-Up** (Apple) or **Register** (Android)
4. Complete all of the following fields (may not be in this order):
  - a. First name
  - b. Last name
  - c. Phone number (10 digits only, no spaces, dashes, () or other characters)
  - d. Email address (for info on enrollment and rejected deposits only)
  - e. Username (6 - 20 characters and must start with a letter)
  - f. Password and confirm password (8 - 20 characters with at least one number)
5. Press **continue** when all fields are complete without any errors
6. Type a nickname for this account in the **Account Label** (Apple) or **Account Nickname** (Android) field (i.e. joint checking, household checking)
7. Choose the appropriate **Account Type and Suffix** for the account you'd like to deposit into (Prospera staff will verify correct suffix when reviewing sign up request)
8. Type your **Account Number**
9. Press **Submit** (Apple) or **Create User** (Android)
10. If all information is filled in correctly, you will receive a message indicating that your enrollment was successful and to wait for further instructions from the credit union via email

## Will I be notified if my enrollment is NOT accepted?

Yes, a member of the Prospera Credit Union staff will send an email if your enrollment is not accepted.

## How do I add another checking account to my Mobile Check Deposit Account?

1. Login to Mobile Check Deposit with your username and password.
2. Select My Accounts from the Remote Deposit/Mobile Deposit main menu and tap on the + symbol at the top of the screen.
3. Add another checking account by entering in a label/nickname for the checking account, selecting the checking account suffix and entering in the account number of that checking account.
4. You must be an owner of any additional checking accounts you add.

# Depositing:

## What types of checks does Mobile Check Deposit accept?

Acceptable check types made payable to you in U.S. dollars include: personal checks, business checks, or cashier's checks drawn on a financial institution located within the U.S.

## What types of checks does Mobile Check Deposit NOT accept?

- Foreign Checks/Foreign Currency\*
- Money Orders\*
- Savings Bonds\*
- Returned check\*
- U.S. Treasury and government checks\*
- Damaged Checks\*
- Third Party Checks (checks made payable to someone other than account owner(s))
- Stale Dated Checks (checks with a date greater than 6 months)
- Checks Made out Incompletely or Incorrectly
- Altered Checks
- Non-Negotiable Items
- Non-legible Checks
- Cash/Change

***\*These items cannot be accepted via Mobile Check Deposit but may be accepted at one of our physical locations.***

## How much can I deposit thru Mobile Check Deposit?

You can deposit up to \$10,000 a day, \$10,000 total over 30 days and no more than 10 checks/day.

## Will my funds be available immediately for use?

No. All deposits will be reviewed by Prospera Credit Union staff before posting to your account. **Deposits may be subject to Prospera's check hold policy.**

## Will I be notified if my funds are placed on hold?

Yes, you will receive an email from Prospera Credit Union staff if your funds are being placed on hold, with the availability date.

## What is the daily cutoff for Mobile Check Deposit checks?

**Checks deposited by 4:00 pm (CST) Monday – Friday:** Funds will be available by the end of the next business day unless a hold has been placed on the funds.

**Checks deposited after 4:00 pm (CST) Monday – Friday:** Funds will be available by the end of the 2<sup>nd</sup> business day unless a hold has been placed on those funds.

**Checks deposited on weekends or holidays:** Funds will be available by the end of the next business day unless a hold has been placed on the funds.

## Do I need to endorse a check submitted using Mobile Check Deposit?

Yes. Checks must be properly endorsed by all payees, noting "For Deposit only to Prospera CU Account # \_\_\_\_\_" above the endorsement(s). All payees must be on the Checking account.

## **Do I need to include a deposit slip with my check?**

No.

## **How do I deposit a check using Mobile Check Deposit?**

1. Endorse the check with:
  - a. Signature of ALL payees listed on the check (all payees must also be listed as owners on the deposit account)
  - b. “For Deposit only to Prospera CU Account # \_\_\_\_ (your account number) \_\_\_\_”
2. Open Prospera Credit Union’s Mobile app
3. Select Mobile Check Deposit on the menu screen
4. Login with your **Username** and **Password**
5. Select the checking account you wish to deposit the check into
6. Enter the deposit amount of the check
7. Take pictures of the front and back of the check
8. Review and select **Use** for the images of the check. Select **Retake** if the image is unacceptable.
9. Submit the deposit - if successful you will receive confirmation on your device
10. Successful deposits will be reviewed by Prospera Credit Union staff
11. Prospera Credit Union staff will accept or reject the deposit
12. Deposit will be posted to your account after the image is accepted and/or check holds have cleared.

## **If I enter in an incorrect amount for a deposited check, should I re-deposit the check?**

No, if you’ve entered the check amount incorrectly a Prospera Credit Union employee will correct the amount during the review process. You will be notified by email if any corrections are made.

## **How do I take a picture of the check?**

- Place check flat on a non-shiny surface with bright but indirect light
- Hold camera directly over check
- **Use the white corner borders to properly zoom and scale, to ensure the entire check fits within the space**
- **The picture should only include the image of the check. (Make sure other checks, books, keys, change or shiny items are NOT in the picture as they can interfere with the transmission. Reflections, glare and images with numbers and letters can also cause problems with image verification and may cause the check to not be accepted.)**
- For the back of the image, the endorsement should be on the left side of the image

## **What do I do if I get an image error message?**

Retake a picture of the check. If the routing number and account number on the bottom of the check are not fully visible, make sure there’s space between the check and the edge of the image. If you continue to experience problems, come in to any of our branches and present the check for deposit.

## **How do I verify that a check has been accepted?**

After submitting the deposit, the screen will note that the deposit was submitted. You will also see the deposit on the Review Deposits screen under In Review. All Mobile Check Deposits

include a physical review by Prospera staff and deposits may be adjusted or rejected based on the check's content and accuracy being invalid. When a deposit is accepted or rejected, its status will update on the Review Deposit screen from "In Review" to "Approved" or "Rejected". All deposits must meet Prospera Credit Union's deposit criteria.

**What should I do with my check after using Mobile Check Deposit?**

Retain your check for 30 days after it has cleared your account. After 30 days, it is a best practice to shred the check or write VOID across check if you wish to retain the copy in your records. DO NOT mail the check Prospera Credit Union. **(We suggest after depositing a check, put a note on the front corner of the check with the date and Mobile Deposit, to prevent accidentally trying to deposit the check more than once. However, don't alter check until after you receive confirmation that the deposit has been posted to your checking account.)**

**How long can I view my transaction history?**

Images can be viewed on your device for 60 days by logging in to Mobile Check Deposit and selecting Review Deposits. Select any deposit and you will see the check image that corresponds with that deposit.

**What happens if there is an error regarding an item deposited through Mobile Check Deposit?**

Contact Prospera Credit Union no later than 60 days after you receive your account statement. Unless you notify the Credit Union within 60 days, all deposits made through Mobile Check Deposit shall be deemed correct.