

Tips for using Mobile Deposit

- Before logging into the Mobile Deposit app, close all other apps running in the background on your mobile phone.
- Sign the back of your check, and label it "For Deposit Only."
- When prompted for the amount, carefully enter the check amount and ensure it matches the amount written on your check.
- Flatten folded or crumpled checks before taking your photos.
- Keep the check within the view finder on the camera screen when capturing your photos.
- Try not to get too much of the areas surrounding the check.
- Take the photos of your check in a well-lit area.
- Place the check on solid dark background before taking the photo of it.
- Keep your phone flat and steady above the check when taking your photos.
- Hold the camera as square to the check as possible.
- Make sure that the entire check image is visible and in focus without shadows before submitting your deposit.
- Be sure the MICR line (numbers on the bottom of your check) is readable.
- Retain deposited checks for 5-7 business days and ensure they have posted to your account. Afterward, checks should be destroyed.

Should you have questions about Mobile Deposit, please call our Customer Care Center at 1-800-388-4380 or chat online during regular business hours.

