

# **Achieve Financial Credit Union's Mobile Deposit Service**

## **Frequently Asked Questions**

### **What is the Achieve Financial Mobile Deposit Service?**

With Achieve Financial Mobile Deposit you can make a deposit directly into your eligible checking, savings, money market or special savings account using the Achieve Financial Mobile Deposit App on supported Apple devices as well as on the Android smartphone.

Mobile Deposit lets you submit photos of the front and back of your endorsed check. Your deposit is safe and you can save time with fewer trips to a branch or ATM.

We use advanced encryption and security technology:

- Login credentials are not stored on your mobile device.
- Check images are not stored on your mobile device.
- You view accounts by description.
- 128-bit encryption masks your sensitive information.

Remember, for added security; always sign off completely when you finish using the Achieve Financial app by selecting the Log Out button.

### **Who is eligible to use the Mobile Deposit Service?**

Achieve Financial Online Banking members who have had their membership at least 30 days, are at least 18 years of age, maintain an eligible savings, checking or other deposit account, and who have accepted the Mobile Deposit Agreement and Disclosure are eligible to use Mobile Deposit. Enrollment is subject to approval and may be revoked without prior notification.

### **How do I get Mobile Deposit?**

To request enrollment for Mobile Deposit, simply log into Online Banking and select *Contact Us* to send a secure message requesting Mobile Deposit. Within 2 business days you will receive a secure message confirming activation of your Mobile Deposit ID and a temporary password. We will include instructions for downloading and using the Mobile Deposit App. Please note that the Mobile Deposit App and the Mobile Banking App are separate applications and must be downloaded individually from either the iTunes App Store or Google Play for the Android.

To view your confirmation message, access Online Banking, select *Contact Us* and *View Messages*. If you do not receive confirmation within 2 business days contact our Member Service Center at 860-828-2790, Option 4.

### **Why doesn't the app work on my phone?**

The Mobile Deposit App is compatible with the Apple iPhone, the Apple iPad using iOS 3.2 or higher and the Android smartphone.

### **When am I able to submit my deposits?**

You can make a deposit using the Mobile Deposit app anytime, 24 hours a day, 7 days a week.

**What are the cut-off times for deposits made with Mobile Deposit?**

Every day is a business day except Saturday, Sundays and federal holidays. If you make a deposit before 1 pm Eastern Time on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after our cut off time or on a non-business day, we will consider that the deposit was made on the next business day we are open.

**When will my funds be available?**

Mobile deposited funds are generally available on the second business day after the day of your deposit, unless a longer hold is applied.

For example, a check deposited on Monday before 1 pm Eastern Time will have funds available on Wednesday. A check deposited on Monday after 1 pm Eastern Time will have funds available on Thursday.

**Are there any limits on the number or dollar amount of checks that I can deposit?**

Eligible accounts will receive an enrollment confirmation which will include transaction limits.

**What types of checks can I deposit?**

You can deposit checks payable in U.S. dollars and drawn on any U.S. bank or credit union, including personal, business and government checks. They must also be payable to, and endorsed by the account holder. This is new technology and there may be certain checks which cannot be accepted by the app. For example, checks which have a bar code in place of a signature, or below a signature, on the front of a check will not be accepted. These will need to be deposited at a branch or an ATM that we own.

International checks, U.S. savings bonds, U.S. postal money orders, remotely created checks (whether in paper form or electronically created), convenience checks (checks drawn against a line of credit), and cash are not eligible for Mobile Deposit.

**How will I know you received my Mobile Deposit check?**

You will receive a deposit confirmation and confirmation number on your mobile device. Retain the confirmation number for research purposes.

Checks are then reviewed and approved by a credit union employee. If the check is eligible for deposit it will be approved and you will receive an email notification before the close of business on the day it is considered received. Your email will include any adjustments in the event the amount was entered incorrectly. If the check is not eligible for deposit you will receive an email notice indicating the reason the check cannot be accepted.

You will receive an email notification for each check that you deposit.

**Why don't I see the deposit in my account yet?**

Your deposit will post before the end of business on the date it is considered deposited. For example, if your deposit was made by 1 pm on Monday, your deposit will be posted by the close of business on Monday. If your deposit was made at 3 pm on Monday, your deposit will be posted by the close of business on Tuesday.

If you received a confirmation number for a check deposit and do not see the deposit in your account history by the end of business on the day it is considered received, please contact our Member Service Center at 860-828-2790, Option 4, and we will provide one to you.

**What do I do with my paper check after I made the deposit?**

After depositing your check using Mobile Deposit, please perform the following steps:

1. Write "Mobile deposit", the date and the confirmation number on the front of the check.
2. Retain the check securely for 10 days, in the event the original check is required for any reason. After 10 days, if you have verified that the check has been deposited to your account, you should destroy the check. If you need a copy of the check, contact our Member Service Center at 860-828-2790, Option 4, and we will provide one to you.

**Are there fees for using Mobile Deposit?**

There are no fees for members to use Mobile Banking or Mobile Deposit. Please check with your wireless provider about carrier and web access charges.

**I keep getting an error message when trying to make a deposit with the app. I need help.**

Please contact our Member Service Center at 860-828-2790, Option 4, to let us know the issue and one of our representatives will be happy to assist you.

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