

# FAQ

## Mobile Deposit

### What is Mobile Deposit?

MCECU Mobile Deposit is a secure, online service that allows you to deposit checks into eligible MCECU accounts from a remote location. A check can be photographed with the camera feature on a smartphone device. Then the images and associated deposit information are delivered to MCECU electronically. This convenient, 24/7 service helps save time by eliminating the wait you might encounter at an ATM or branch.

### Who is eligible for Mobile Deposit?

MCECU members with a checking, savings, or Money Market account in good standing are eligible for Mobile Deposit. Members must be over the age of 14 and have been a member for at least 30 days.

### Can I deposit any check with Mobile Deposit?

You should only use Mobile Deposit for domestic checks not drawn on your own account. Checks must be made payable to an owner of the share and must have an endorsement on the back. Checks may be rejected if they are incomplete, post-dated or stale-dated, made payable to a third party, or stamped with a “non-negotiable” watermark. Be sure your checks have no evidence of alteration or contain a restrictive endorsement. Savings Bonds are not eligible for Mobile Deposit.

### Should I endorse the back of the check?

Yes. If you don't endorse the back of the check, your Mobile Deposit may be rejected. Your endorsement should read **“For Mobile Deposit Only to MCECU Account #”**, include your signature and account number.

### When will the funds be available to my account?

Many Mobile Deposits will post to your account immediately after being reviewed by our staff. But may be placed on hold and not immediately accessible.

### How long do deposits wait in the queue before they are reviewed and posted?

Deposits before 3:00 p.m. CST on a banking business day are normally available for withdrawal on the third business day after the day of deposit. Checks received after 3:00 p.m. CST or on a day we are not open, may be considered as a deposit made on the next business day.

### What conditions cause a deposit to go to the review queue?

Currently ALL checks will go to review before being released to be deposited. There is no single reason that a deposit will go to the review queue. Conditions include fields or characters on a check image that are difficult to read, a deposit that is outside your normal and historical pattern, a missing or illegible endorsement, or a check image that is a suspected duplicate of a previously deposited check.

### If my deposit was accepted, but is in the review queue, can I try to deposit it again?

No. A second attempt will, in most cases, add to the delay, and may result in a revocation of your Mobile Deposit access.

**How will I know when a deposit that was accepted to the review queue is posted to my account?**

You can check the history tab on the mobile deposit page within the mobile app to check the status of the deposit.

**I see that my deposit was posted and I see it in my account. Should I destroy the check now?**

Although most check images clear the account on which the check is drawn without any problem, we ask that you retain the check in a safe place for fourteen days after the deposit has posted. Be sure to mark it as an item you have already deposited so that it is not inadvertently re-deposited by you or someone else in your household.

**What if I've made an error or need to speak with someone about my Mobile Deposit?** You can contact us about your Mobile Deposit or about any MCECU issue by emailing us at [cuinfo@memphiscu.org](mailto:cuinfo@memphiscu.org) or calling [1-877-825-3180](tel:1-877-825-3180).