

## **Mobile Deposit Frequently Asked Questions**

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

A: Mobile Deposit allows you to take a picture of a check and deposit it into your account via our Mobile Banking iPhone or Android app. This eliminates the need for a trip to the bank and the use of a deposit ticket.

### **Q: How do I access Mobile Deposit?**

A: Simply log in to our Mobile Banking app and click Mobile Deposit. The first time you access Mobile Deposit, you will be prompted to enroll by answering a few questions and accepting the disclosures.

### **Q: Is there a fee to use Mobile Deposit?**

A: Farmers State Bank Mobile Deposit is provided at no cost to our customers. Data or message charges by your mobile phone carrier may apply and are the responsibility of the mobile phone owner.

### **Q: What is the cutoff time for Mobile Deposit?**

A: The cutoff time for Mobile Deposit is 5:00 pm EST Monday through Friday excluding Federal Holidays. Deposits will be memo posted to your account around 11:00 am EST and 5:00 pm EST Monday through Friday excluding Federal Holidays.

### **Q: What account types are eligible for Mobile Deposit?**

A: You may deposit checks via Mobile Deposit into enrolled checking and savings accounts.

### **Q: How do I enroll additional accounts for Mobile Deposit?**

A: After you have received confirmation of your initial enrollment in Mobile Deposit, you can call the bank at 888-492-7111 to add additional accounts to Mobile Deposit.

### **Q: Are there per day limits for Mobile Deposit?**

A: New Mobile Deposit customers will have a per day limit of \$2,500. Once you are an established Mobile Deposit customer, the per day limit may increase to \$5,000 for consumers, \$10,000 for Small Businesses, and \$50,000 for Large Businesses.

**Q: Can I deposit multiple checks via Mobile Deposit?**

A: Currently, each check you deposit will have a unique deposit slip. For example, if you deposit 3 checks you will have 3 separate deposit slips.

**Q: Can I split a check between 2 accounts via Mobile Deposit?**

A: Currently, you cannot split a check between 2 accounts via Mobile Deposit. Please deposit the entire check into 1 account and then transfer money via the Mobile App to the other account.

**Q: What types of items cannot be deposited via Mobile Deposit?**

A: You cannot deposit foreign checks, bonds, 3<sup>rd</sup> party checks, returned or re-deposited checks, or rebate checks via Mobile Deposit. Money orders may be rejected if the image is not clear.

**Q: How should I endorse a check deposited via Mobile Deposit?**

A: Please legibly sign the back of the check and print For Mobile Deposit Only Farmers State Bank on any check deposited via Mobile Deposit.

**Q: What should I do with a check after it has been deposited via Mobile Deposit?**

A: Please retain the check for 14 days after you receive credit for the deposit. After that time, please properly destroy the check preferably by shredding.