

KTFCU Remote Deposit Capture (Mobile Deposit) FAQs

Q. What is Remote Deposit Capture?

A. Remote Deposit Capture (RDC) is also known as Mobile Deposit. It is a convenient deposit service that allows you to use KTFCU's Home Banking app along with a scanning device – your smart phone or tablet – to make check deposits from your home, office or any location with secure internet access.

Q. What are the benefits of using KTFCU's RDC service?

A. RDC makes it unnecessary for you to visit the CU office to deposit checks which saves you time and money. You also enjoy the convenience of making deposits on your time and in the comfort of your own home or office.

Q. What are the qualifications/requirements for using RDC?

A. A member must:

- Be enrolled in Online Banking,
- Have an active account which is in good standing,
- Be enrolled in or be willing to become enrolled for electronic statements.

Q. Are there fees associated with this service?

A. The service is free for members who meet the above qualifications.

Q. How do I access and use the service?

A. You will go to the appropriate app store based on your device. Search for and download the Home Banking app called **Kenmore Teachers FCU** if you've not already done so. If the Home Banking app is new to you, complete the enrollment process to establish your sign in credentials and have access to your CU accounts.

Once your Home Banking access is completed, you can find the link for RDC (Mobile Deposit) in the menu on the home page of the app. During your first visit, you will be asked to read over and agree to our disclosure. Follow the steps to enter the amount of your check, take a photo of the front and back of the check and upload the information to the CU.

Q. When will the deposit be available?

A. If your deposit is made before 1:30pm Monday – Friday, your funds will be available the same business day after 2:30pm. If the deposit is made after 1:30pm, the funds will be available at the beginning of the next business day.

Q. Are there restrictions on the number of checks or total amount I can deposit?

A. You can make as many as ten (10) deposits each day. One check is a deposit; multiple checks cannot be combined in one deposit. Single checks are limited to a maximum of \$5,000 per item with a daily maximum of \$10,000. In addition, there is a rolling limit of \$1,000,000 maximum during a 30-day period.

Q. Can I deposit to both my shares and drafts using RDC?

A. Yes - you will be able to choose either share or drafts each time you make a deposit. If you wish to deposit to an account that is not either a share or draft, we recommend making the deposit to one of these accepted account types and then make a transfer from that account to put the funds where you prefer them to be.

Q. Do I need to keep my paper check after a successful remote deposit?

A. We recommend that you keep the check for at least 45 days after your deposit.

Q. I've used RDC for a while and I have a 2nd app called KTFCU *OnTheGo* on my device. Do I still need that app?

A. No. You can safely delete the **KTFCU *OnTheGo*** app from your device at any time.

Q. Is there a specific way I should endorse my checks for deposit?

A. Yes – the CU will only accept items for deposit which are endorsed in a particular way. Items not endorsed correctly will not be deposited and will be advised of the need to correct the endorsement. You may also bring the item into the CU to be deposited instead of re-attempting a mobile deposit. See the example below for the proper endorsement.

Sample Endorsement:

For Mobile Deposit Only – KTFCU

Member's Signature

Q. Help! I need to talk to a real person!

A. Please give us a call during regular business hours at 716.877.1630