

Remote Deposit



Q&A

Remote deposit enables members to deposit checks into their Credit Union accounts using a mobile phone.

Q. What are the qualifications/ requirements for using NRFCU Remote Deposit?

A. The Credit Union is asking members to meet these qualifications for using the service:

- Be an active member for a minimum of 30 days
- Have a checking account
- Use a debit card
- Enroll in e-statements

Q. How do I sign up?

A. Members go to the app store of their choice. In our case, Apple or Android, and simply search for Niagara Regional's Mobile App like any other. Existing mobile app users will need to re-install the new app. Once installed, click on the app and you will be asked to sign in, agree to terms and register your account. Once that information is submitted, you will be informed by message that the service is up and running. This may take a day or two.

Then, the next time you click on the app and sign in with username and password, click on "mobile deposit". This will activate the phone's camera. Follow the directions for taking a picture of the front AND back of the check. Hit submit. The app will inform you of the success or failure of the deposit.

Q. Are there fees associated with the service?

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



To download app, go to
iTunes.com (iPhones)
android.com/apps (Android)

Q. Are there restrictions on the amount or number of checks deposited?

A. NRFCU will allow for 25 deposits each day. Single check amounts are limited up to \$5,000 per item with a maximum amount of up to \$10,000 in remote deposits per day. In addition, there is a \$100,000 rolling limit during a 30 day period.

Q. Do I have to keep the check?

A. For the time being, we ask that you keep the check for at least 30 days, or send it to us for safekeeping.

Q. When will the deposit be available?

A. If the deposit is made before 2 pm, funds will be available the next business day at Credit Union opening. If the deposit is made after 2 pm, funds will be available at the start of the second business day.

Q. How do I endorse the check?

A. There is a specific endorsement that each check must have in order to be approved as a remote deposit item. Please see the box below for a sample endorsement.

Q. If I have technical difficulties, whom should I contact?

A. Contact the Credit Union for assistance

Sample Endorsement

ENDORSE HERE
X John Q. Citizen
For Remote Deposit Only
Check Amount \$0.00 Check # 4321

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
RESERVED FOR FINANCIAL INSTITUTION USE