



Members Exchange Mobile Deposit Q&A

Q: What is mobile deposit?

A: It is convenient and secure service offered by Members Exchange. You can deposit checks into your Members Exchange account using a wireless handheld device such as a cell phone, PDA, or tablet.

Q: How does mobile deposit work?

A: It gives Members Exchange members the ability to deposit a check into their account from a remote location without having to physically deliver the check to a branch location. Members can take a picture of their check(s) using their cell phone or tablet and submit it to our mobile deposit system. Our mobile deposit system allows Members Exchange to capture the information from a check and clear it electronically, without a paper check being presented.

Q: Is there a fee?

A: No. Mobile deposit is a free and convenient service provided to Members Exchange members. However, if a check is returned for any reasons, return fees will apply. Please refer to our fee schedule. *Data rates may apply from your wireless carrier. You will need to contact them for more information.*

Q: Will I need a different username and password than the ones I currently use for Home Banking?

A: No. They will be the same

Q: Do I have to be signed up for Home Banking to use Mobile Deposit?

A: Yes. You must be a current Home Banking user and you must also be enrolled in mobile banking to use Mobile Deposit.

Q: What type of accounts can deposits be made into using Mobile Deposit?

A: Savings and checking.

Q: Are business accounts eligible for Mobile Deposit?

A: Yes.

Q: How do you qualify for mobile deposit?

A: Account must be open at least 90 days and account must be in good standing.

Q: How do I enroll in mobile deposit?

A: Your account will be automatically enrolled if it is in good standing and has been open for a minimum of 90 days.

Q: What types of mobile devices are supported with Mobile Deposit?

- All iPhones with a camera and operating system newer than 4.3
- All iPods with a camera and operating system newer than 4.3
- iPad 3 and iPad 4
- Any Android device with a camera

Q: What type checks can be deposited using Mobile Deposit?

A: Acceptable checks:

- Single-party, domestic checks payable to the owner(s) of the account.

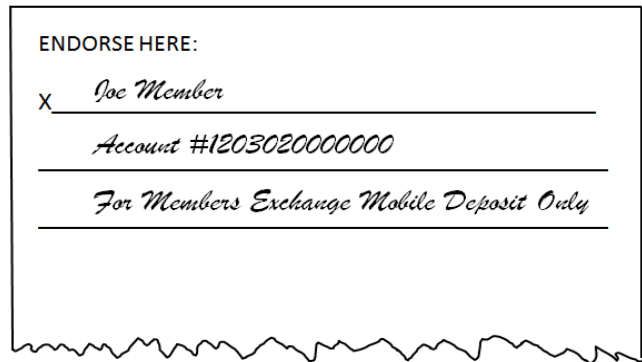
Unacceptable checks:

- Photocopies of Checks
- Checks drawn on an institution located outside of the United States
- Certificates of Deposit
- IOUs or other similar items
- Checks where there is a duplicate code line
- Check missing the routing/transit number in the code line
- Re-deposited checks
- Checks with an invalid routing/transit number
- Checks that contain a restrictive endorsement
- Checks on which there has been an obvious alteration
- Checks that are not signed by maker (except for items where a maker's signature is not required)
- Checks made payable to a business but is being deposited into a personal account
- Checks that are post-dated

Q: Does the check need to be endorsed?

A: Yes. You must include the following:

- Entire payee's signature
- Member number
- "For Members Exchange Mobile Deposit Only"



Q: Is there a deposit limit?

A: Yes. The maximum deposit limit for a scanned / imaged item is \$1,500.00.

Q: Do I need to include a deposit slip?

A: No. Mobile deposit generates an electronic record with each deposit.

Q: Do check holds apply?

A: The funds you deposit through Mobile Deposit may not be immediately available to you. The funds for the checks that are deposited using the Mobile Deposit service will be available in accordance with Members Exchange Credit Union's Funds Availability Policy. A copy of our most recent policy can be obtained on our website.

Q: Can I make a deposit during normal credit union hours using Mobile Deposit?

A: Generally, Check Image deposits received prior to 4:30 PM Central Time are posted to your account on the Business Day of receipt. Any Check Image deposit that requires review or that is received after 4:30 PM Central Time or on Saturdays, Sundays, federal holidays, and Christmas Eve will be posted on Members Exchange's next Business Day. Acknowledgment that your Check Image deposit has been received by Members Exchange does not mean that the Check Image deposit was received error free.

Q: What should I do with my original check once my deposit is accepted?

A: Clearly mark on the front of the check "Mobile Deposit" including the date. This will prevent you from attempting to represent the check in error. Securely store your original for 90 days, and then destroy the item.

Q: How do I deposit a check?

1. Open your Members Exchange Mobile App.
2. Enter your username and password.
3. Select Mobile Deposit from the menu options.



4. Choose an account to deposit the funds into. The accounts displayed in the drop-down are valid accounts that you can deposit funds into using Mobile Deposit.
5. Enter the amount of the check.
6. Select "Tap here to take picture of front of check". Then select "Tap here to take picture of back of check".
7. Review your deposit and tap the "Submit" button to deposit the check.

8. Members Exchange will acknowledge receipt of your Check Image deposit submitted through Mobile Deposit and notify you if a Check Image is not eligible for deposit.