

WSB Mobile Deposit FAQ

What is Mobile Deposit?

Mobile Deposit is a service offered by Wilmington Savings Bank that allows you to make a deposit directly into your eligible account through the Mobile Banking App on supported Apple and Android devices. Mobile Deposit lets you submit photos of the front and back of your endorsed check and requires a device with a rear-facing camera that supports auto-focus along with the following specifications:

Phones

iOS devices must be running iOS 8.0 or higher;

Android devices must be running Android 4.1 or higher

Who can use Mobile Deposit?

In general, Wilmington Savings Bank consumer customers with an eligible checking account and valid Retail Online Banking credentials can use Mobile Deposit. In order to use Mobile Deposit, you must download Wilmington Savings Bank Mobile Banking App (Touch Banking) for iPhone or Android.

Can new customers/accounts use Mobile Deposit?

Yes, new customers and/or new accounts are eligible.

How do I sign up for Mobile Deposit?

You must have Online Banking and the current version of Wilmington Savings Bank Mobile Banking App. Simply select the check deposit option from the menu inside the Mobile Banking App to begin. You will be automatically enrolled the first time you use Mobile Deposit.

Is electronically depositing checks safe and secure?

Yes, the online transmission of checks is secured through a secure SSL encrypted browser session. You should protect your login and password for Mobile Banking as you would your login information for other online banking services. For added security, remember to log out completely when you finish using the Mobile App.

Images of the checks are not stored on your mobile device.

Are there any fees for Mobile Deposit?

We are pleased to offer the Mobile Deposit service to you at no charge. Other fees may still apply, however, such as those for returned items or overdrafts and mobile carrier fees. Please refer to the Bank's fee schedule and deposit account agreement for further information regarding fees applicable to your account.

How do I endorse my check?

Checks submitted for Mobile Deposit require the restrictive endorsement "For mobile deposit at WSB only" and your signature. **Deposits may be rejected if they are not endorsed properly.**

What do I do with my paper check once I have deposited it electronically?

We recommend that you mark the check as "electronically deposited" or "void." You will need to retain the check in a safe place for at least 14 days. After 14 days, and after you have confirmed the deposited funds have been applied to your account correctly, shred the check and dispose of it accordingly.

When will my funds be available?

You agree that the items transmitted using the Services are not subject to the funds availability requirements of the Federal Reserve Regulation CC. You also agree that the items are not subject to the dispute resolution process or requirements established under the Electronic Funds Transfer Act or its implementing regulation, Regulation E. In general, if an image of an item you transmit through the Service is received and accepted before our cut off time for the Services on a day that we are open, we consider that business day to be the day of your deposit. Otherwise we will consider that the deposit was made the next business day we are open. **The cut-off time for Mobile Deposits is 5:00 pm EST.** We will make funds available for qualifying checks and items received through the Service according to our standard funds availability policy. Additional detail with respect to our Funds Availability Policy is in the Deposit Account Agreement.

Are there limits for deposits made using Mobile Deposit?

- Each check is considered a separate deposit.
- An individual check may not exceed \$750.00
- Your daily aggregate limit is \$1,200.00

What types of checks can I deposit with Mobile Deposit?

Personal or business checks made payable to the account holder that have been properly endorsed with "For mobile deposit at WSB only," and appropriate signature.

What type of checks cannot be deposited with Mobile Deposit?

- Checks or items payable to any person or entity other than you, or to you and another party;
- Checks payable to any person or entity other than the person that owns the account that the check is being deposited into;
- Checks or items containing alteration to any of the fields on the front of the check or item (including the MICR line), or which you know or suspect, or should know or suspect, are fraudulent or otherwise not authorized by the owner of the account on which the check or item is drawn;

- Checks or items previously converted to a substitute check, as defined in Reg CC;
- Checks or items drawn on a financial institution located outside the United States;
- Checks or items that are remotely created checks, as defined in Reg CC, and Checks that have previously been submitted through the Service or through a remote deposit service at another financial institution;
- Checks or items not payable in United States currency;
- Checks or items dated more than 6 months prior to the date of deposit;
- Checks or items on which a stop payment order has been issued or for which there are insufficient funds;
- Checks or items prohibited by our current procedures or relating to the Service or which are otherwise not acceptable under the terms of your Mobile Account;
- Checks with any endorsement on the back other than the restrictive endorsement noted under these terms and conditions;
- Money Orders;
- Travelers Checks;
- Insurance drafts; and
- Credit card cash advance checks

What are some tips for using Mobile Deposit?

- Ensure that the check amount you enter matches the amount written on your check.
- Verify that the back of your check is endorsed with "For mobile deposit at WSB only" and contains both the deposit account number and your signature.
- Flatten folded, creased, or crumpled checks before taking your photos.
- Capture the photos of your check in a well-lit area.
- Place your check on a solid, dark background before taking your photos.
- Ensure that the entire check image is visible within the frame markers and is in focus prior to submitting your deposit.

Who should I contact if I have additional questions or need assistance?

You may call the Bank at 937-382-1659 if you have questions regarding Mobile Deposit or your account transactions.