



## **Remote Deposit Capture FAQ**

Here are some frequently asked questions to help you get started.

### **What is Remote Deposit Capture?**

Remote Deposit Capture, also known as "RDC", is a service that allows our members to scan or photograph checks and transmit the images to Patent & Trademark Office FCU for posting and clearing. This service eliminates a trip to the credit union or ATM to make your deposit, saving you time.

### **Is RDC safe/secure?**

RDC uses the same level of security and encryption standards as online banking, ensuring that member deposits and personal information are completely safe.

### **Am I eligible to use Remote Deposit?**

You must be at least 18 years old.

Your account must be opened for at least 60 days.

You cannot have any current delinquent loans.

You cannot have any non-sufficient funds (NSF) for the past 12 months.

### **Is there a cost to use RDC?**

No, Remote Deposit is a free service offered to you.

### **How do I access Remote Deposit – Mobile?**

Download app from the App Store (iPhone) or Market App (Android). Search for PTOFCU.

### **Is RDC right for me?**

Everyone who receives checks can benefit from remote deposit capture. With the ability to make deposits from anywhere at any time, it's faster, safer, and more convenient than making a trip to a credit union or ATM.

### **How can I enroll into RDC Mobile?**

To enroll into RDC, you must first be a member of Patent & Trademark Office FCU for a minimum of 60 days. If you are a member, you can download the Mobile Banking app from the App Store (iPhone) or Market App (Android). Search for PTOFCU.

### **Do I need to include a deposit slip with my check?**

No, a deposit slip is not required.

### **How much can I deposit in one day?**

The daily deposit amount cannot exceed the accumulated total of \$1500.00.

**Can I deposit more than one check at a time?**

No, only one check can be deposited at a time.

**Can I deposit more than one check per day?**

Yes, you can.

**If I discover I've entered an incorrect amount for a deposited check, should I Re-deposit the check?**

No. The check can only be deposited into Mobile Deposit once. If you've entered the check amount incorrectly, it will be rejected. Please contact the credit union at 571-272-0350.

**Can I use Remote Deposit to deposit funds to accounts other than Patent & Trademark Office FCU checking or savings accounts?**

No. The eligible deposit accounts will appear in the Accounts list.

**How quickly will the deposit be credited to my account once the deposit is accepted?**

Checks scanned and received by 12 p.m. (EST) Monday - Friday will be posted to your account on the same business day, if there are no issues with your check or it doesn't need to be reviewed for various reasons. Items received after 12 p.m. (EST) on any business day will be posted the next business day. This excludes weekends and holidays.

**Do I need to endorse a check submitted with RDC?**

Yes. For a check to be accepted, an endorsement is required, just as you would if depositing at the ATM or in a credit union. Please include "**For PTOFCU mobile deposit only**" on the back of the check and write your **PTOFCU account number**.

**What types of checks does RDC accept?**

Acceptable check types include: personal checks, business checks, money orders, traveler's checks, and cashier's or certified checks drawn from domestic U.S. funds.

Note that Government checks are often problematic and are not recommended for Remote Deposit. We suggest you bring those to the credit union to ensure timely availability of your funds.

**What types of checks does RDC NOT accept?**

Unacceptable check types include:

Patent & Trademark Office FCU Check Drawn on Personal Account

- The deposit of a personal check that is drawn on the same account holder's personal checking at Patent & Trademark Office FCU is PROHIBITED. Deposits of this nature will result in the immediate revocation of this service and may subject you to collection efforts.

Foreign Checks / Foreign Money Orders

- A check or money order that is issued by a financial institution in another country (Canada, France, etc.) may ONLY be deposited by mail to Patent & Trademark Office FCU, 501 Dulany Street, 1<sup>st</sup> Floor, Alexandria, VA 22314.

#### Altered Checks

- An altered check is any check that contains evidence of a change (correction fluid, crossed out amounts, etc.) to information on the face of the check. Members with altered checks MUST get a replacement check from the maker before Patent & Trademark Office FCU will accept the deposit.

#### Stale Dated Checks

- Certain checks contain instructions such as: "Void after 90 days after issue date" or "must be cashed within 6 months of issue date."

#### Incomplete Items

- An incomplete item is any item that does not contain signatures of the maker, endorsement signatures, or is missing any of the information required.

#### Non-Negotiable Items

- The deposit of any item stamped with a "non-negotiable" watermark is PROHIBITED. Deposits of this nature will result in the immediate revocation of this service and may subject you to collection efforts

#### Damaged Checks

#### Non-legible Checks

#### **What should I do with my check after using RDC?**

It is suggested that you retain your check until it has cleared your account. Once cleared, it is a best practice to shred the check. DO NOT mail the check to the credit union.

#### **How long can I view my transaction history?**

Transactions can be viewed for up to 180 days within home banking.