

MOBILE DEPOSIT FAQ'S

Q: What is Mobile Deposit?

A: Mobile Deposit is a safe and secure way to make a deposit to your Centinel Bank checking or savings account from your mobile phone– anytime, anywhere. Mobile Deposit will save you a trip to the bank!

Q: What kind of device can I use?

A: Any Android™ or iOs device (iPhone®, iPad®, etc.) can be used with Mobile Deposit.

Q: Who is eligible to use Mobile Deposit?

A: Customers interested in Mobile Deposit must apply for this service. You must have Online Banking and Mobile Banking before you can apply for Mobile Deposit. Contact a Centinel Bank Representative today to get started!

Q: Is there a fee to use Mobile Deposit?

A: Yes. In addition, standard data/text message rates may apply from your cellular provider.

Q: How can I start using Mobile Deposit?

A: Contact a Centinel Bank Customer Service Representative at (575)758-6700 to apply for this service.

Q: My application for Mobile Deposit has been approved; how do I use it?

A: Simply log in to our Mobile Banking App then choose the Mobile Deposit icon. Using the camera on your phone, you will be prompted to take a picture of the front and back of the check, enter the dollar amount to deposit and choose the account where you want it deposited; click on Deposit and that's it! You will receive an onscreen confirmation of your deposit.

Q: What types of accounts can I deposit into?

A: Deposit into any checking, savings, or money market account tied to your Online Banking and that you have elected to have available in Mobile Banking.

Q: Is there a limit to the number and dollar amount of checks I can deposit?

A: Yes, we have set daily and monthly deposit limitations.

Q: What should I do with the paper check after depositing?

A: Securely store the paper check for 14 days after the date of deposit. After the 14 days, securely and irretrievably destroy the check.

Q: When will I have access to the funds deposited?

A: Funds are available to you on the first business day after the day we receive your deposit. Deposits made before/by 8pm MST Monday thru Friday on a business day we are open, will be considered received that day, therefore credit to you will be available the next day. (i.e. Deposit made on 2:00pm Tuesday, funds will generally be available on Wednesday). However, if you transmit your deposit after this time or on a day we are not open, we will consider the deposit to be received the next business day that we are open, therefore credit the following day. (i.e. deposit made on Saturday will be received on Monday and funds available to you on Tuesday).

Q: What happens if there is a problem with the picture of the check to deposit?

A: The system will detect if there is an issue with the picture of the front or back of your check; you will receive an onscreen message if an issue is detected.

Q: Why is my check image being rejected?

A: If the system is not able to detect a clear image, it will reject your photos. For the best results, lay your check on a flat, dark surface with adequate lighting. Hold the camera steady and make sure all four corners of the check are captured.

Q: Should I endorse the check before depositing?

A: Yes, the check must be endorsed with the following: For Mobile Deposit Only, Centinel Bank (Your Account #).

Q: What if I no longer want to use Mobile Deposit?

A: We hope you will enjoy the convenience of Mobile Deposit, but if you find it no longer fits your needs, simply contact us at (575)758-6700 and we will cancel the product.

Q: Can I add or remove an account from Mobile Deposit?

A: Yes. Keep in mind that you can opt to have any account in Mobile Deposit but the account must first be available in Online Banking and you must have selected it via the Options/Web Mobile Settings tab in Online Banking.

Q: How will I know if there was a problem with my mobile deposit?

A: You will receive an email notification indicating if there is a problem with your deposited item. You will receive two types of notification that your deposit has been successful. First, a pop-up window will appear confirming your transaction. You will also receive an email confirming your transaction. Important Note: If you do not receive an email confirming your transaction you should check your SPAM folder and take steps to ensure that future emails from this address are not blocked.

Q: What types of checks are not eligible for Mobile Deposit?

A: The following are Ineligible for Mobile Deposit:

- Checks or items that are not payable to you
- Checks or items that are payable to you and another party who is not a joint owner of the account in which the check is to be deposited
- Checks or items that have been altered or that 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
- Any image of a check that has already been deposited
- Checks or items drawn on a financial institution located outside the U.S
- Checks or items not payable in U.S currency
- Checks or items dated more than six months before the deposit
- Checks that are irregular in any way
- Checks Payable to "Cash"
- Travelers checks, money orders, savings bonds or postal money orders
- Checks that have previously been returned for any reason
- Checks or items for which you are aware that a stop payment order has been issued or for which there are insufficient funds

- Checks that exceed the maximum daily or monthly aggregate deposit limits described in this agreement.
- Checks that are postdated (dated for a future day)
- Checks or items that are remotely created checks, as defined in Reg CC.

If you have additional questions or would like more information, please contact a Centinel Bank Customer Service Representative at (575)758-6700 or by emailing cservice@centinelbank.com. Thank you for your business!!