



## Frequently Asked Questions – Mobile Deposit

**Q. Can I deposit any check with Mobile Deposit?**

**A.** You should only use Mobile Deposit for domestic checks not drawn on your own account. Checks must be made payable to an owner of the share and must have an endorsement on the back. Checks may be rejected if they are incomplete, post-dated or stale-dated, made payable to a third party, or stamped with a “non-negotiable” watermark. Be sure your checks have no evidence of alteration or contain a restrictive endorsement. Savings Bonds are not eligible for Mobile Deposit.

**Q. Should I endorse the back of the check?**

**A.** Yes. If you don't endorse the back of the check, your Mobile Deposit may be rejected. Your endorsement should include; “For Electronic Deposit Only”, your signature(s), the account number to which you are making the deposit and the date.

**Q. When will the deposit post to my account?**

**A.** The time may vary, but some deposits may be automatically processed within a couple hours. Other mobile deposits will be accepted into a review queue at GO Federal Credit Union. When your deposit is accepted, it is important that your contact information (including your e-mail address) on file is current so that if there is any delay, GO Federal Credit Union can contact you.

**Q. How long do deposits wait in the queue before they are reviewed and posted?**

**A.** All deposits in the review queue are reviewed and posted as soon as possible provided that the deposit was made on a business day (Mon-Fri, except observed holidays). The exact timing depends on the volume of deposits in the queue. All deposits in the review queue made by 3:00 p.m. CT will be reviewed by the end of the business day on which they were submitted.

**Q. What conditions cause a deposit to go to the review queue?**

**A.** There is no single reason that a deposit will go to the review queue. Conditions include fields or characters on a check image that are difficult to read, a deposit that is outside your normal and historical pattern, a missing or illegible endorsement, or a check image that is a suspected duplicate of a previously deposited check.

**Q. If my deposit was accepted, but is in the review queue, can I try to deposit it again?**

**A.** No. A second attempt will, in most cases, add to the delay, could result in a fee in accordance with our Fee Schedule, and may result in a revocation of your Mobile Deposit access.

**Q. How will I know when a deposit that was accepted to the review queue is posted to my account?**

**A.** When the deposit is reviewed and released from the queue you will see the transaction on your account in home banking. Rarely, a deposit will be rejected after review. If your deposit is rejected from the review queue, you will receive an e-mail telling you the reason your deposit was rejected.

**Q. I see that my deposit was posted and is in my account. Should I destroy the check now?**

**A.** Although most check images clear the account on which the check is drawn without any problem, we ask that you retain the check in a safe place for thirty (30) days after the deposit has posted. Be sure to mark it as an item you have already deposited so that it is not inadvertently re-deposited by you or someone else in your household.

**Q. What if I've made an error or need to speak with someone about my mobile deposit?**

**A.** You can contact us about your mobile deposit, or with any questions about GO FCU Mobile Deposit services, by e-mailing us at [info@mygofcu.org](mailto:info@mygofcu.org), or by calling us at 214-742-6551 or 888-742-6551 out of area.