FAQs: Mobile Deposit Capture
(Mobile Deposits)

What is Mobile Deposit Capture or Mobile Remote Deposit Capture (MRDC)?

Mobile Deposit Capture is the ability to use your iPhone or Android phone to make a deposit into your checking or money market account (savings accounts are not currently supported) without coming into a Credit Union branch. Both iPhone and Android have mobile apps available which allow you to take a picture of a check(s) which then deposit to your checking or money market account after acceptance by our Accounting Department. Mobile Deposit capture for the iPad and Android tablet should be available in the Fall of 2013.

Mobile Remote Deposit Capture (RDC) is often used by some interchangeably with Mobile Deposit Capture. Generally though, it is the desktop version of Deposit Capture. Desktop based MRDC was the entry point for imaging checks by using a scanner instead of a smart phone or tablet.

How do I get this?

If you have an iPhone or Android phone you will need to download the Army Aviation Center Federal Credit Union (AACFCU) app and follow the instructions for mobile banking. If you've already installed the AACFCU app on your smart-phone you should be able to access the mobile deposit feature (please check to see if there is an update for the app). First, open the AACFCU mobile app, and choose "Deposit Checks." You will be required to read and accept the mobile deposit disclosure agreement and terms of service in order to access this feature. After you accept the agreement, AACFCU will be notified that you would like to use this convenient service. Finally, we will respond to you within 1 business day as to whether your request has been approved. The following conditions apply:

- ***You must not have cause a charge off or loss on any AACFCU account.***
- ***Prior or current average monthly balance cannot be negative for past 12 months.***
- ***Loan payments must be current.***
- ***Checking or Money Market account must be opened for at least 30 days.***
- ***Dormant accounts are not eligible.***
- ***The address on file with AACFCU must be valid.***
- ***Your account must not have any restrictions placed on it.***
- ***Only youth and regular accounts qualify - (No Kirby Kangaroo Accounts).***
- ***You must be enrolled in E-Statements.***

Can I deposit cash by taking a picture of it?

Mobile Deposit Capture is only for depositing checks. If you have cash that needs to be deposited please come to one of our branch locations before 5:00 pm (or 6:00 pm on Fridays). After hours (or on weekends) you can use one of our conveniently located ATMs to deposit cash.

After I take a picture, what should I do with the check?

Wait until your deposit has been posted to your account, usually 1-2 business days, and verify it on your next statement. Please check the disclosures regarding retention of your original check - you must securely store the original check for 60 calendar days after transmission to us and make the original check accessible to us at our request. Even though you have verified the deposit on your statement, we recommend you retain your original check for 60 days. A good practice is to write MRDC (or some other note) on your check (after you make the deposit) to remind you that the check has already been deposited. A check that is deposited more than once will result in a returned check fee and potential overdraft fees.

How long will it take for the check to be credited to my account?

Your deposit will be credited to your account within 1-2 business days. Any deposit received after 10:00am CST will be posted the following business day*. For example, you deposit a check on Monday at 9pm CST. Your check should be deposited in to your account on Tuesday. However, if you made that same deposit on Monday at 9am CST you will receive the credit the same day, Monday. Please note that any deposit made after 10am CST on a Friday (or Holiday) will not be credited until the following business day.

*Deposit time is based upon receipt of deposit by AACFCU's system.

Is there a limit to how many times I can make a deposit with my phone?

No – as long as you do not exceed the monetary limits below.

Is there a dollar limit for the check I will be depositing using my phone?

There is a per deposit limit and there are various holds that can be placed on your check based on the dollar amount. The following limits apply: Item Deposit Limit - $1,000, Daily Deposit Limit - $2,000, Rolling 30 Day Deposit Limit - $20,000. These limits are subject to change without notice.

My phone doesn't take pictures. Can I use a digital camera and email a copy of the check to you?

No, mobile deposit only works on iPhones and Android phones using our mobile app. We cannot take a check deposit via email.

I have an account for my small business with you. Will I be able to use mobile deposit for my business checks?

Yes – we allow deposits into business and DBA accounts with the same limits and terms of service mentioned above.

I received a message that I am not eligible for Mobile Deposit Capture because I don't have E-Statements. What does that mean and what do I need to do?

Mobile Deposit Capture is the newest in our line-up of electronic services that are designed to make being a member convenient. E-Statements will deliver your statements in a safe, secure manner and much sooner than mailed statements. E-Statements is a part of our suite of electronic services designed to enhance the way our members receive many monthly services. To sign up for E-Statements, and become eligible for Mobile Deposit Capture, login in to Internet Account Access, go to the Additional Services tab and click Current E-Statements / Setup to sign up.