



Mobile Deposit FAQ

↪ *What is Mobile Deposit?*

Mobile Check Deposit allows you to deposit checks into certain accounts with your mobile device's camera using the Exchange State Bank mobile banking app. The mobile app submits the check images electronically to make deposits to your checking or savings accounts.

↪ *How does Mobile Deposit work?*

Sign on to your Exchange State Bank app, then follow these simple steps:

- Choose the eligible account where you want to deposit your check.
- Enter the check amount.
- Sign the back of your check and write "For Mobile Deposit only to ESB" below your signature.
- Take a picture of the front and back of your endorsed check with your mobile device. For photos that work best, follow these guidelines:
 - Place your check on a dark-colored, plain surface that's well lit.
 - Position your camera directly over the check (not at an angle).
 - Fit all 4 corners in the guides of your mobile device's camera screen.
- Submit your deposit

You'll receive a confirmation message on your mobile device for each successful deposit.

↪ *What types of checks can I deposit?*

You can deposit checks payable in U.S. dollars and drawn at any U.S. bank, including personal, business, and most government checks. They must also be payable to, and endorsed by the account holder.

↪ *When will my deposit be available?*

Funds are available in 1-2 business days after the day of your deposit, unless a hold is applied. If a deposit is held (or a hold is applied), funds are posted to your account but are not immediately available to cover debits or withdrawals. You'll know that your deposit is available when the amount appears in the available balance of the account deposited into.

↪ *Is there a limit on how much I can deposit into my account?*

There is a limit of \$1,000/check as well as a daily limit of \$3,000. Please contact Exchange State Bank at 815-493-2631 if you would like to deposit an amount that exceeds this limit.

↪ *What should I do with the deposited checks?*

You should retain the deposited check in a secure location for 14-30 days and then, after confirming the deposited funds have been applied to your account correctly, destroy the check.

↪ *Am I guaranteed access to and use of Mobile Check Deposit?*

We reserve the right to deny access to the use of our Mobile Check Deposit service without prior notice if we are unable to confirm your authority to access or if we believe such action is necessary for security reasons. If you would like to take advantage of Mobile Check Deposit, contact us today to enroll.



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