

Mobile Deposit FAQs

Contents

- What is Mobile Deposit?..... 2
- Who is eligible to use Mobile Deposit? 2
- Is electronically depositing checks safe and secure?..... 2
- Are electronic versions of checks legal? 2
- Are there any fees for Mobile Deposit?..... 2
- How am I notified that my deposit has been made?..... 3
- When is the cutoff for making a deposit and getting it into my account? 3
- How are deposits made on the weekend handled? 3
- How many checks can I deposit? 3
- What do I do with the checks once I have deposited them electronically 4
- What Items can be deposited? 4
- What Items cannot be deposited?..... 4

What is Mobile Deposit?

- Mobile Deposit is a service offered by Commerce Bank Texas that allows you to make a deposit directly into your eligible checking or savings account using the Mobile Deposit App on supported Apple and Android smartphones.
 - iOS required for Apple iPhone: iOS 8.0+
 - Android requires Android 4.4 or greater operating system on a smartphone with camera with at least two megapixels in resolution
- Mobile Deposit lets you submit photos of the front and back of your endorsed check. Checks are not stored on your mobile device.

Who is eligible to use Mobile Deposit?

- A customer is eligible to use Mobile Deposit subject to certain dollar limits, once a deposit account has been opened.
- Is enrolled in CBT Online Banking.
- Has no more than 3 charge-backs in the last 3 months.
- Has the Mobile App installed on your mobile device (smartphone, either iPhone or Android)

Is electronically depositing checks safe and secure?

- Yes, the on-line transmission of checks is secured through a secure SSL encrypted browser session.
- **Mobile Banking only supports TLS 1.2 for mobile app communications. Any device or browser that does not support TLS 1.2 will not be able to connect to Mobile Banking services -- even if the device is on a supported operating system version. This is being enforced to comply with security mandates from regulatory authorities and ensures secure communications for mobile banking users.**
- You should protect your login and password for Mobile Deposit as you would your login information for other on-line banking services. Remember for added security to log out completely when you finish using the Mobile App.

Are electronic versions of checks legal?

- Yes, Check 21 legislation allows banks to exchange images of checks for collection instead of paper. In fact, the majority of checks in the U.S. are cleared electronically today.

Are there any fees for Mobile Deposit?

- We are pleased to offer the Mobile Deposit service to you at no charge for customers meeting all requirements.

- Other fees may still apply, however, such as those for returned items or overdrafts, per item charges, limits on the number of items to deposit, and mobile carrier fees. You should also consult the Bank's fee schedule and deposit account agreement for further information regarding fees applicable to your account.

How am I notified that my deposit has been made?

- You will receive a notification via the Mobile Banking app when your deposit is submitted. The deposit will be subject to verification and availability as set forth in the CBT Mobile Deposit User Agreement.

When is the cutoff for making a deposit and getting it into my account?

- All Mobile Deposits made before 5pm Central Time are processed and credited that evening and generally available on the next business day.
- Items deposited after 5pm will be processed the following business day, with availability of funds on the business day following when the deposit is processed. Saturdays, Sundays and Federal Holidays are not considered business days for processing purposes, even if the bank may be open on those days.

How are deposits made on the weekend handled?

- Deposits made on Saturday or throughout the weekend are processed on the next business day following that weekend.
- Saturdays, Sundays and Federal Holidays are not considered business days for processing purposes, even if the bank may be open on those days.

How many checks can I deposit?

- Each check is considered a separate deposit. Checks must be endorsed "For Mobile Deposit Only" and then your signature. You can make up to 10 deposits in one day subject to the following aggregate limitations:
 - For an account that has been open less than 90 days, the daily dollar limit for deposits is \$100.00 per business day for retail clients and \$500.00 per business day for business/commercial clients.
 - For an account that has been open for 90 days or more, with good account behavior as determined in our sole discretion; the daily dollar limit for deposits is \$1,000.00 per business day for retail clients and \$2,500.00 per business day for business/commercial clients.
 - For an account that has been enrolled in the Mobile Deposit services for at least 6 months, has had at least 3 mobile deposits, and has been in good standing for 90 days, the daily dollar limit for deposits is \$2,500.00 per business day for retail clients and \$5,000.00 per business day for business/commercial clients.

- There is no daily or monthly statement cycle limit on the number of items, as long as the respective daily dollar limits are not exceeded. CBT may change these limits at any time, in its sole discretion.

What do I do with the checks once I have deposited them electronically?

- We recommend you mark your check as being electronically deposited once it is submitted and keep deposited checks for 30 days before destroying.

What Items can be deposited?

- Checks made payable to the account owner or joint owners that have been properly endorsed with “For Mobile Deposit Only” and the payee/payees’ signature(s).

What Items cannot be deposited?

- Checks payable to any person or entity other than the person or entity that owns the account that the check is being deposited into
- Checks containing an alteration on the front of the check or item, or which 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 is drawn
- Checks payable jointly, unless deposited into an account in the name of all payees.
- Checks previously converted to a substitute check, as defined in Reg. CC.
- Checks drawn on a financial institution located outside the United States.
- Checks that are remotely created checks, as defined in Reg. CC.
- Checks not payable in United States currency.
- Checks dated more than 6 months prior to the date of deposit.
- Checks or items prohibited by CBT’s current procedures relating to the Mobile Deposit services or which are otherwise not acceptable under the terms of your CBT account.
- Checks payable on sight or payable through drafts, as defined in Reg. CC.
- Checks with any endorsement on the back other than that specified in this agreement.
- Checks that have previously been submitted through the Mobile Deposit service or through a remote deposit capture service offered at any other financial institution.

Note: Cutoff time for submitting deposits is 5:00 p.m. Central Time (M-F)

Message and data rates may apply. Please check with your communications service provider for access rates, texting charges, and other applicable fees. Commerce Bank Texas reserves the right to disable mobile app deposit capabilities.