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Mobile Deposit: Frequently Asked Questions

What is Mobile Deposit?

Mobile Deposit allows customers to transmit images of their checks to the bank for deposit into their bank account quickly and easily from a camera-enabled mobile device (such as an iPhone®, iPad® or Android™) using the F&M Mobile Banking App.

What are the benefits of Mobile Deposit?

The primary benefit for using Mobile Deposit is convenience. Mobile Deposit allows you to transmit checks to the bank anytime, anywhere (up to applicable limits). You will save time and money by avoiding trips to the bank when you use Mobile Deposit. Each deposit should typically take just a minute or two, depending on your connection speed.

Who is eligible to use Mobile Check Deposit?

F&M Bank Personal or Small Business customers that meet the following criteria are eligible:

- Enrolled in Online Banking or Mobile Banking
- Has an open F&M Bank small business or personal checking, money market or savings account in good standing with the bank
- Has a camera-enabled mobile device (such as an iPhone®, iPad® or Android™)

Are new customers to F&M eligible for Mobile Deposit?

New customers who have a confirmed direct deposit within 30 days of account opening are eligible for Mobile Deposit. New customers who do not have a direct deposit, but have more than 10 transactions in the past 90 days will be eligible for Mobile Deposit.

What types of accounts are eligible for Mobile Deposit?

F&M Bank personal or business checking, money market and savings accounts are eligible for Mobile Deposit.

Is there a fee to use Mobile Deposit?

F&M Bank does not currently charge a fee to use Mobile Deposit. Your mobile carrier's standard data usage rates apply.

Is Mobile Deposit secure?

F&M Bank is committed to your privacy and protecting your financial data. We use advanced encryption technology and a multi-layered approach to authenticating our customers before allowing access to our mobile banking platforms. We will never ask for your account number, Social Security number, card number or PIN to be entered within our mobile banking apps.

While we take every step possible to safeguard your information, there are steps you should take when you use F&M Bank Mobile Deposit.

- After the original check has been successfully deposited, the item should be kept for 30 days and then destroyed.
- Don't throw your deposited checks in the trash.
- Don't keep the original checks in a file folder or drawer for an infinite period of time.

- Don't use public Wi-Fi connections to access online or mobile banking.
- Don't store your ID and password information where others may access it.

Can checks be deposited through a tablet?

Yes! Just like a smartphone, we have an app for your tablet that lets you snap pictures of your checks and deposit them.

How do I enroll?

We have made signing up for Mobile Deposit easy! All you need to do is complete an application for F&M Mobile Deposit. The application can be found on F&M's website (www.fmbnc.com) under Home>>Personal>>Mobile Deposit >>F&M Bank Mobile Deposit Application, by going to the directly to fmbnc.com/personal/mobile_deposit. Once you have submitted your application, you will receive a confirmation email from bankonthego@fmbnc.com notifying you that your F&M Mobile Deposit application was received. Your application will be reviewed for eligibility and you will receive a second email by the end of the next business day notifying you of the status of your Mobile Deposit application. You can also visit any F&M Bank branch to enroll.

How do I transmit checks to the bank for deposit using Mobile Deposit?

Take a look at our F&M Bank Mobile Deposit User Guide for easy step-by-step instructions by clicking here or visiting fmbnc.com/personal/mobile_deposit.

Are there any limits or restrictions with Mobile Deposit?

Yes, the current limits are as follows:

- Personal account transactions for accounts opened less than 6 months
 - 3 checks per day, \$500 limit per day
 - 15 checks per month, \$1,500 limit per month
- Personal account transactions for accounts opened more than 6 months
 - 5 checks per day, \$2,000 limit per day
 - 20 checks per month, \$5,000 limit per month
- Small business account transactions for accounts opened less than 6 months
 - 3 checks per day, \$1,500 limit per day
 - 20 checks per month, \$10,000 limit per month
- Small business account transactions for accounts opened more than 6 months
 - 5 checks per day, \$2,500 limit per day
 - 50 checks per month, \$20,000 limit per month

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How should I endorse the check?

Your signature and the words, "For Mobile Deposit Only F&M Bank"

How will I know that my check was successfully submitted for deposit?

Two things will happen when you deposit a check successfully. First, you will see a screen pop up that says "Deposit Successful" after you submit the check in our app. Next, a confirmation from bankontheGO@fmbnc.com will be sent to your online banking email address stating that the mobile deposit was approved for processing and will have a unique reference number.

What will happen if I get notified that my mobile deposit was rejected?

You should refer to the limits and restrictions for further clarification. You can also contact F&M Bank on the Go at 704-279-7291 or at bankontheGO@fmbnc.com.

When will my deposits be available?

Funds deposited using Mobile Deposit will generally be made available the next business day after the day of deposit. However, availability of funds deposited may be delayed for a longer period under certain circumstances. Deposits received and accepted by 5:00 pm EST on a business day we are open are processed the same business day. Deposits received after 5:00 pm EST, on weekends or holidays will be processed the next business day.

What happens if I mistakenly deposit the same check via Mobile Deposit twice?

F&M Bank's Mobile Deposit has a built-in duplicate detection system and will notify you by email if the same check is entered twice.

How long can I see an image of my deposited check?

You can see an image of any checks you have deposited within your mobile banking app for up to 30 days.

Do you have any suggestions for taking good photos?

All images are reviewed for clarity and completeness. If an error is detected, the mobile app will prompt you to retake the photo. Follow these tips to help ensure a good photo is taken.

- Ensure the area is well-lit.
- Place the check on a dark surface.
- Remove objects or other items from view.
- Make sure all four corners of the check are visible. Use the guides built into the mobile app to help you line up the picture.
- Position the camera directly above the check.

On which mobile devices will Mobile Deposit work?

F&M Bank Mobile Deposit works on supported iPhone® and Android™ phones, iPod Touch® and iPad®. One of the following browsers on a mobile device is required in order to use Mobile Deposit:

- Apple IOS 7 and 8®
- Android Lollipop, KitKat and Jelly Bean™
- Phone for Windows 7®

Why am I unable to deposit my check?

There are a few common errors that may cause your check to be rejected.

- Blurry pictures (retake your photos with a steady hand in a well-lit area)
- Folded or torn corners
- Front image is not legible
- Check routing and account numbers are unclear
- Image is too dark
- Missing endorsement on back of check

What types of checks can I deposit using Mobile Deposit?

- Checks drawn from a United States bank
- Personal checks payable to you
- Business checks payable to you

The following check types should NOT be submitted using Mobile Check Deposit:

- Traveler's Checks
- Savings Bonds
- Money Orders
- Federal Government Checks
- Foreign Checks
- Checks payable to any person or entity other than you

What should I do once the check has been submitted for Mobile Deposit?

You should notate on any check that has been transmitted to the bank for deposit and then securely store the check for 30 days after transmission to us. In the event of deposit dispute, we may require presentation of the original check(s) within two business days. After 30 days, please mark the check as VOID, shred the check, and dispose of the check accordingly.

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