



MOBILE DEPOSIT FAQs

What is Mobile Deposit?

Mobile Deposit is a service offered by Southern Bank 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 devices.

- A list of our current supported devices and requirements are available on our website, www.bankwithsouthern.com. From the Home Page, under the E-Banking section, choose Supported Browsers.

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. A customer who has an active deposit account with of Southern Bank.
- b. Is currently enrolled in Online Banking.
- c. Has not had more than 3 Return Deposit Items in the last 3 months.
- d. Has the Mobile App installed on their mobile device (iPad, iPhone, or Android).
- e. Eligible Accounts- Only Checking and Savings accounts are eligible for this Service.
- f. Bronze limit eligibility is available to a customer with active deposit activity for a minimum of 90 days.
- g. Silver and Gold limit eligibility is available upon branch manager approval.

How do you enroll?

To enroll:

1. You must meet the eligibility requirements above.
2. Send a secure message via your online access requesting the service or you may send an email request to: ebanking@bankwithsouthern.com
 - a. If sent via email, please be sure to include your name and internet banking access ID. Do NOT send your passcode.

Is electronically depositing checks safe and secure?

Yes, the online transmission of checks is secured through a secure TLS encrypted browser session.

You should protect your login and password for your online banking. 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 consumers 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 may choose to receive a deposit notification via email when your deposit is submitted. The deposit will be subject to verification and the bank's funds availability schedule.

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

All Southern Bank Mobile Deposits made before 4 PM CST are processed and credited the same business day under Southern Bank's Funds Availability Policy. Items deposited after 4 PM will be processed and credited the following business day. 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 after 4 PM on Friday, 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. All checks must be endorsed with your signature, the last 4 digits of depositing account number, and printed "For Mobile Deposit Only".

Deposit limits when using the Service to deposit funds is limited:

- New Account Limits are a maximum of 5 transactions and a total deposit amount of \$500 per business day, 7-Day limit of \$500, 30-Day limit of 10 transactions or \$1,000.
- Bronze Limits are a maximum of 10 transactions and total deposit amount of \$2,500 per business day, 7-Day Limit of \$5,000, 30-Day Limit of 20 transactions or \$10,000.
- Silver Limits are a maximum of 10 transactions and total deposit amount of \$5,000 per business day, 7-Day Limit of \$7,500, 30-Day Limit of 20 transactions or \$25,000.
- Gold Limits are a maximum of 20 transactions and total deposit amount of \$10,000 per business day, 7-Day Limit of \$25,000, 30-Day Limit of 40 transactions or \$50,000.

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 the owner's signature, the last 4 digits of the depositing account number, and "For Mobile Deposit Only".

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 are fraudulent, or otherwise not authorized by the owner of the account on which the check is drawn.
 - **Note** Mobile Deposit services will be disabled in the event of suspicious/fraudulent activity.**
- 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 the bank's current procedures relating to the services or which are otherwise not acceptable under the terms of your account.
- Checks with any endorsement on the back other than that specified in this agreement.
- Checks that have previously been submitted through the Service or through a remote deposit capture service offered at any other financial institution.
- Checks that have previously been deposited or negotiated in any way via any method at Southern Bank or any other financial institution.
- Foreign checks
- Savings Bonds
- Returned or re-deposited checks
- Rebate Checks
- Money Orders
- Com Checks

Note: Cutoff time for submitting deposits is 4:00 PM Central Time (M-F)

Deposits are subject to Southern Bank's Funds Availability Policy.

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