

# Smart Deposit FAQs

## **What is Smart Deposit and how does it work?**

With Oklahoma Central Credit Union Smart Deposit, you can make a deposit directly into your eligible checking, savings, or money market account using the Oklahoma Central Mobile App on a supported iPhone, iPad and Android smartphone device. Smart Deposit is convenient and saves you time with fewer trips to an Oklahoma Central ATM or branch.

## **Who is eligible for Smart Deposit?**

To be eligible for Oklahoma Central Credit Union Smart Deposit, you will need an active Mobile Banking membership, be in good standing with the credit union, have a valid email address on file, and have a savings, checking or money market account. Smart Deposit is available immediately for eligible members after registering and agreeing to the [User Agreement](#).

## **How do I enroll in Smart Deposit?**

To enroll in Smart Deposit, just download or update your current Oklahoma Central Mobile App. Need help, contact us at 918-664-6000 or 800-444-6228.

## **Are there fees associated with Smart Deposit?**

Smart Deposit is a FREE service to eligible Oklahoma Central Credit Union members. Wireless carrier data rates may apply. Contact your wireless carrier for details.

## **How secure is Smart Deposit?**

Smart Deposit is very secure. It utilizes multiple layers of security including password protection and the SSL (Secure Sockets Layer) communications protocol, which employs state-of-the-art encryption.

## **What types of checks can be deposited through Smart Deposit?**

All original first party U.S. financial institution checks can be processed through Smart Deposit. We are unable to process traveler checks, insurance checks, money orders, foreign items, substitute/previously deposited checks, stale date checks and third party checks.

## **What are the deposit and transaction limits?**

\$5,000 per day (single and aggregate) and \$10,000 per 30 calendar days.

## **How many checks can I deposit at one time?**

You may only deposit one check at a time, but there is no item limit to the number of checks you can deposit in total as long as the aggregate dollar amount is within the allowable transaction limits.

**Will checks deposited through Smart Deposit be placed on hold?**

Deposits made before 5:00 p.m. (Central Time) will have a 2 business day hold. Deposits made after 5:00 p.m. (Central Time), or on weekends or holidays, will have a 3 business day hold. We reserve the right to delay availability from the date we receive payment for items transmitted through Smart Deposit.

**How should a check being deposited through Smart Deposit be endorsed?**

The endorsement line must be signed by you or the joint member (payee of check) and must read "For Mobile Deposit". If a check is improperly endorsed it will be returned and your deposit not processed.

**Will I be notified when my deposit has been processed?**

You will receive an on-screen notification that your transaction has been completed. Also you will have the option of receiving an email confirmation.

**How will the deposit display on my account?**

The Smart The Smart Deposit will display on your transaction history as: SBI MMDDYYYY HH:MM:SS MOBILE DEPOSIT #CONFIRMATION NUMBER

**Should I retain my original check?**

After you receive confirmation that Oklahoma Central has received your deposit and you have reconciled your Oklahoma Central Credit Union account, securely store the original check for 60 days. At 60 days you should destroy the check, or if you intend to keep the deposit longer for your records, mark it as "VOID".

**If my Smart Deposit does not post to my account, how will I know if the deposit was rejected?**

Oklahoma Central Credit Union will send an email notification to the email address on file with online banking. Also you may review your transaction history by logging into your online banking account.

**Any tips for taking good check photos?**

Taking high quality photos of the check is the best way to make Smart Deposit quick and easy. Here are some hints to keep in mind:

- Ensure good lighting.
- Use a dark background for best results.
- Ensure the checks is flat and the entire check is visible in the frame.
- Focus is important - shaky hands or being too close can make the image blurry.

**If I am having trouble registering for Smart Deposit, what should I do?**

If you are experiencing trouble registering for Oklahoma Central Credit Union Smart Deposit, and you meet the eligibility requirements, please visit any branch location or contact a Member Service Representative at 918-664-6000 or 800-444-6228.