

Tremont Credit Union DeposZip® Frequently Asked Questions

What is DeposZip®?

DeposZip® is a free online check depositing service provided by Tremont Credit Union to its members. This service enables members to make deposits to their account without coming into a branch. Deposits can be uploaded to your TCU account(s) 24/7. Deposits can be made from the comforts of your own home or from your business as long as you have a computer and scanner/digital camera that meet the hardware and software requirements.

What are the eligibility requirements?

- Member of TCU for a minimum of 90 days
- Have a checking account with TCU
- Over 18 years of age
- TCU Home Banking user
- TCU e-Statement User
- Must be a member in good standing

How do I access DeposZip®?

In order to access DeposZip® just logon to your account via Tremont Credit Union's home banking site. After you have answered the multi-factor questions and your account balance(s) appear go to the Check Services tab and click on DeposZip®. Then select the account you would like to make the deposit into and start scanning. If this is your first time logging on you will have to read the DeposZip® disclosure, accept it and complete the registration form.

What are the hardware and software requirements?

- Windows XP with Internet Explorer 6+ , or Vista with Internet Explorer 7+
- Windows XP or Vista, with Firefox 2+
- Mac OS X 10.5 with Safari 3+ or with Firefox 2+
- High-speed Internet connection
- TWAIN-compliant document scanner. If you are unsure if your scanner would be compliant please refer to the manual that you received with your scanner. If further assistance is needed with your scanner you can log-on to DeposZip® and on the New Deposit page click on the "?" next to the Choose Scanner tab.

Note: The recommended version of the browsers listed above are Internet Explorer 8, Firefox 3, and Safari 3.1.

How long does it take for my registration request to be processed?

We ask that you allow 1 -2 business days for your registration request to be reviewed. After your request has been processed you will receive either an accepted or denial email.

What type of account(s) can I scan deposits into via DeposZip®?

Tremont Credit Union will accept deposits into a regular savings account, checking account, or as payment to your TCU loan.

How should I endorse the check before it is scanned?

- The back of each check must include the following:
- Payee's Endorsement
- Write your TCU Member Number and the Account Number to which it is being deposited
- Write "Deposit via DeposZip®" and the date

What types of checks cannot be deposited?

The following checks cannot be deposited via DeposZip®:

- Any item stamped with a "Non-Negotiable" watermark
- Any item that has been altered
- Any item that is incomplete
- Any item that is "stale dated" (over 6 months unless otherwise noted)
- Any item that is "post dated" (dated for the future)
- Any third party check
- Savings Bonds

When will a deposit reflect on my account?

Deposits made via the DeposZip® site will reflect on your account the same business they are transmitted as long as they are submitted before 3:00p.m. It is important to note that adjustments may be made to the deposit. As a result, the total amount credited to your account may vary from the original submitted amount. If this does occur you will receive an email with the adjustment information.

Are there any limits on the amount and how many deposits I can make through DeposZip®?

Yes. Typically the following deposit limits do apply:

- Per deposit limit \$1,500.00
- Per day limit \$3,000.00
- Per 30 day limit \$30,000.00

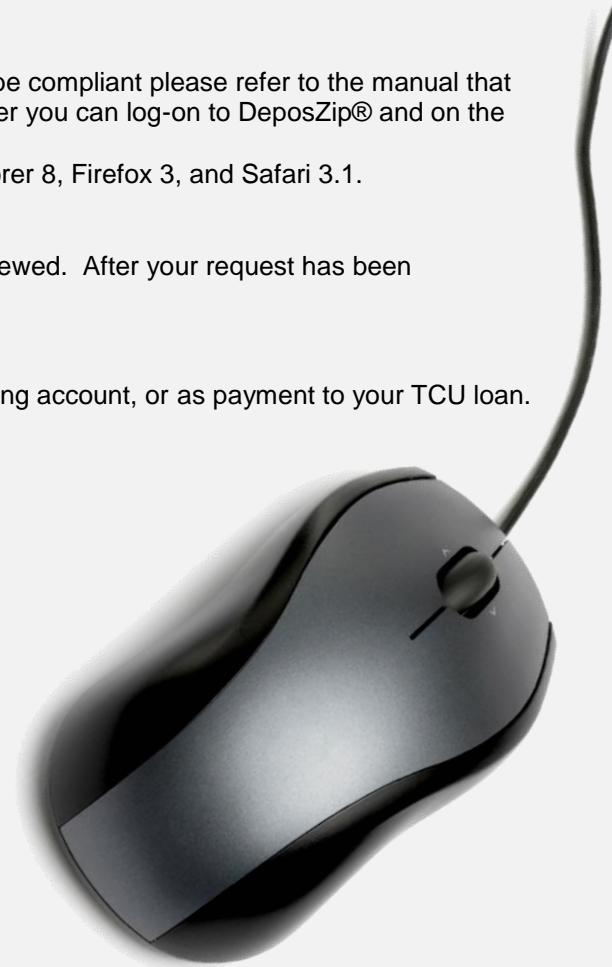
Please note that TCU reserves the right to change these limits at any time.

How should I store the original check after it is scanned?

Tremont Credit Union requires that all scanned checks sent in for deposit are kept in a safe and secure place. TCU requires this to be a locked file cabinet or a safe.

How long should I store the original check after it is scanned and sent in for deposit?

Tremont Credit Union recommends that you store the original check for 60 days.



How should I destroy the original check?

After the recommended retention period all original checks must be destroyed in a cross-cut shredder.

How long can I view my deposit history?

Currently DeposZip® will store 18 months worth of deposit history for you.

Can I get a copy of a check previously scanned and sent in for deposit?

Yes. To retrieve a copy logon to Home Banking and then go to the Deposit History page of DeposZip®. Once there, find the deposit you are looking for and click on the eye icon located under the actions section. This will bring up an image of all the checks that you deposited in that file.

What happens if a deposited item is returned unpaid?

If a deposited item is returned unpaid the funds for the item will be deducted from your account and a return item fee will be assessed to your account. A "substitute check" will be produced and mailed to you at the address on your account.

What fees may be involved with DeposZip®?

A return item fee may be assessed to your account for any returned deposit. Please see Tremont's schedule of fees for more information.

Who can I contact if further help is needed or questions arise?

Any further questions or concerns regarding DeposZip® can be sent to Tremont Credit Union by email at DeposZip@tremontcu.org or by calling our call center at 781-843-5626.

What do I do if I no longer want to use DeposZip®?

If you would like to opt-out or no longer use the DeposZip® service please put your request in writing and send it to Tremont Credit Union at P.O. Box 850649 Braintree, MA 02185. Requests may also be dropped off at any one of our locations or faxed to us at 781-356-7302. All requests must be signed for verification purposes.

DeposZip® General Funds Availability Policy

Checks deposited via DeposZip® will receive availability on the second business day after the day of deposit. The date on which you may withdraw funds is counted in the business days from the day of deposit. Every day is a business day except Saturdays, Sundays and Federal holidays. Deposits made after 3:00 p.m. will be considered to be made on the following business day. For TCU's complete Funds Availability Policy, please see TCU's Terms & Conditions.

Longer Delays May Apply

Funds you deposited by check may be delayed for a longer period under the following circumstances:

- The item is deposited within 30 calendar days of opening a transaction account with TCU.
- We believe a check you deposit will not be paid.
- You deposit checks totaling more than \$5,000.00 on any one day.
- You redeposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months.
- There is an emergency, such as a failure of communications or computer equipment.

We will notify you if we delay your ability to withdraw funds for any reason, and we will tell you when the funds will be available. They will generally be available no later than the 7th business day after the day of deposit.



Telephone 781-843-5626, Toll Free 800-370-1939
Fax 781-356-7302 Email: info@tremontcu.org
Website: www.tremontcu.org