

**iPilgrim** now makes it easier to deposit your checks. Just use the **Mobile Remote Deposit** feature on our mobile banking app. It is easy and secure. Take a picture of the front and back of the check with your phone and send it to us. We will deposit it to your account.

## FAQ

### **How secure is Mobile Remote Deposit?**

- Mobile Remote Deposit offers the same security you have with Online Banking.

### **What types of checks are accepted with Mobile Remote Deposit?**

- Any type of check can be deposited using Mobile Remote Deposit including Payroll, Personal, Business or Government, provided that the check is from a United States financial institution and the amount is in United States dollars.

### **How should the check be endorsed?**

- On the back of the check you should write “For Remote Deposit Only – Pilgrim Bank”.

### **Will I receive a notice of my deposit?**

- First you will receive an email notice of the pending deposit. Once the deposit has been processed, you will receive a second email notifying you of the approval, rejection or change to the deposit. The deposit will be posted to your account during our nightly transaction processing time.

### **Why would my deposit be rejected?**

- Some of the common reasons would be that the amount is different, the front or back is missing, the check has not been signed or it exceeds our limits, among others.

### **How do I verify my deposit?**

- You can track your deposit in your on line banking account transaction activity after our regular nightly transaction processing.

### **When will my funds be available?**

- All deposits are subject to verification. The daily cut off time is 3:00 p.m. Any check received after that time will not be processed until the next business day. After the check is processed, our normal check holds may apply. However, up to \$200 may be available on the next business day after your deposit is processed. The difference between your actual balance and available balance will indicate how much of your deposit is on hold, pending collection.

### **Is there a hold on checks drawn on Pilgrim Bank?**

- Unfortunately yes, there is. The app cannot distinguish between the different banks, therefore any Pilgrim Bank check will be subject to the same process. If you have any questions about a Pilgrim Bank check deposit, please call Customer Service at 781-383-0541.

### **What is my Mobile Remote Deposit limit?**

- Your daily limit for all Mobile Remote Deposits is \$5,000 and the weekly limit is \$25,000. Higher limits may be available to eligible deposit accounts. Please contact Customer Service at 781-383-0541 for more information.

### **Are there any fees to use Mobile Remote Deposit?**

- Pilgrim Bank does not charge any additional fees for using Mobile Remote Deposit but we recommend that you check with your service provider to see if wireless carrier fees may apply.

### **What should I do with the check after it is deposited?**

- Keep the original check in a safe place for at least 60 days, then destroy it.