

Deposit Anywhere™ Frequently Asked Questions

What is Deposit Anywhere™?

Deposit Anywhere™ is a new feature on our mobile banking Apps that allows you to deposit cheques by taking a photo of them and submitting them anywhere, anytime.

How do I get Deposit Anywhere™?

Deposit Anywhere™ is available through WFCU's mobile banking app for Apple and Android. Download the app from the [App Store](#) or [Google Play](#).

How do you use Deposit Anywhere™?

Depositing a cheque with Deposit Anywhere™ is easy. Endorse the back of your cheque and include 'Deposited via mobile WFCU'. Logon our mobile banking App from your smartphone or tablet. Tap the "Deposit" icon, select the account you'd like the funds deposited to, enter the amount, take a photo of the **front** and **back** of the cheque, confirm the details and tap "Submit". The funds will then be deposited securely into your account.

Are there any fees for using Deposit Anywhere™?

No. There are no fees to use this service.

What types of cheques can I deposit?

You can deposit cheques payable in Canadian dollars and drawn at any Canadian financial institution. They must be payable to, and endorsed by, the account holder.

How will I know if there is an issue with my deposit after I submit the cheque?

In the rare circumstance that there is an issue with the deposit after you receive confirmation during the deposit, you will be contacted by WFCU Credit Union.

Will the funds deposited appear immediately in my account?

Yes, Deposit Anywhere™ provides immediate credit for all deposits. However a three business day hold will apply to the funds.

Do I have to mail in the cheque(s) afterwards?

No. Once you have submitted the cheque using Deposit Anywhere™, you do not have to send the cheques to a retail location.

What should I do with my paper cheque(s) afterwards?

The cheque(s) should be destroyed after 120 business days.

What happens if I enter the wrong amount by mistake?

When depositing an item, you must enter the dollar value of the cheque prior to taking the photos of the item. The dollar amount that is keyed into the App must match the amount read as part of the photo. If the amount differs, the member will be prompted with an error message that reads: *"The amount you have entered and the amount on the cheque do not match. Please confirm or edit the amount."* You cannot submit the deposit if the amounts do not match.

Can I use the funds right away?

No. A three business day hold is placed on the funds that are deposited using Deposit Anywhere™.

Is depositing cheques with a mobile device safe?

Yes. As a feature of our mobile banking app, Deposit Anywhere™ meets the same high standards as our mobile and online banking services.