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Remote Deposit Capture Frequently Asked Questions

- **What is Remote Deposit Capture (RDC)?**

Remote deposit Capture allows you to scan checks from your office computer and electronically send the images to the bank for deposit.

- **How does Remote Deposit Capture work?**

All that is needed is a Hanover Bank compatible Remote Deposit Capture scanner, connected to a computer with internet, and the appropriate driver installed. Once you are logged into Hanover Bank, navigate to Checks & Deposits, select account to deposit into, enter total amount of deposit, place your checks in the scanner, verify the deposit, and submit.

- **Is Remote Deposit Capture secure?**

Advanced technology helps protect the confidentiality and security of your online financial activities. As an online user, you have a unique user ID and password to access your internet banking, and firewalls help block unauthorized users. Only the company's signer(s) may initiate enrollment in Remote Deposit Capture services for its employees.

- **What kind of checks can be processed through Remote Deposit Capture?**

Checks payable in U.S. dollars and drawn on any U.S. bank, including, but not limited to, the following:

  - ✓ Personal checks
  - ✓ Business checks
  - ✓ U.S. Treasury checks
  - ✓ Traveler's checks
  - ✓ Money orders

- **Are there any items that cannot be processed through Remote Deposit Capture?**
  - Checks drawn on Canadian or other foreign banks, or checks made payable in foreign currencies cannot be processed on Remote Deposit Capture
  - State of California Registered Warrants. You can identify a State of California registered warrant by its unique routing number, 1211 4507 7, and you will see the word 'REGISTERED' printed on the front of the warrant. These checks cannot be processed on Remote Deposit Capture

- **How can I add Remote Deposit Capture (RDC) service to my Business Online Banking profile?**

Contact your local Branch or Relationship Manager to setup an appointment to with a Cash Management Sales Officer to go through the application process.

- **What is the maximum dollar amount that can be deposited?**

The Remote Deposit Application allows the company to request the daily limit desired. The amount will be approved based on account activity, suitability, and additional factors.

- **Can multiple deposits be submitted each day?**

Yes, multiple deposits can be submitted daily; however, the daily deposit limit cannot be exceeded without approval.

- **When am I able to scan my remote deposit items?**

Deposits may be scanned 24 hours a day, 7 days a week; however, the **same day** deposit cut off time is 6 p.m., Monday-Friday. Items deposited after 6 p.m. are processed next business day.

- **When will my funds become available?**

Refer to the Fund's Availability Schedule in your Business Account Disclosure booklet, distributed during account opening.

- **How many checks can I deposit in a single scan?**

The number of checks that can be deposited in a single scan is determined by the type of scanner. The scanner that best fits your needs will be discussed during the application process.

- **Do checks need to be endorsed for Remote Deposit Capture?**

No, the checks will be virtually endorsed once submitted for deposit.

- **Do I need to use a deposit slip with Remote Deposit Capture?**

No, paper deposit slips are not necessary. Remote Deposit Capture creates an electronic deposit record automatically for each deposit.

- **How long should I retain the original checks?**

After successfully scanning and submitting checks for deposit, you should mark the checks as deposited and store them in a secure location until you destroy them. We recommend safeguarding the deposited items for 60 days.

- **What are potential problems with a check image that may impact the ability for deposit?**

The image of the entire check must be viewable in the scan. The MICR line of the check (located at the bottom of the check that contains the routing transit information of the drawee bank), numeric amount, and written amount must be present on the image. Any check images submitted with unacceptable quality are subject to be rejected by Hanover Bank.

- **An error message popped up while I was making a deposit, what do I do?**

Refer to the Hanover bank Remote Deposit User Guide, email support at cashmanagement@hanoverbank.com, or call us at 631-257-6038.

- **Can I move the scanner to a different desk once the driver has been installed?**

You can move the scanner, however you will need to install the drivers on the computer you are linking the scanner to.