

MOBILE DEPOSIT



Save time by capturing a deposit and spend more time capturing memories.

What is Mobile Deposit?

GenoaBank Mobile Deposit gives you the ability to deposit checks into your GenoaBank account using the GenoaBank App.

How do I enroll for Mobile Deposit?

Login to your Online Banking and send us a secure e-mail. In your message, be sure to request Mobile Deposit. Once processed you will receive a welcome message back via your secure mail.

How much does it cost to use Mobile Deposit?

There is no fee to use the service. Message and data usage fees may apply. Check with your wireless provider for more information.

Do I need the GenoaBank App to use Mobile Deposit?

Yes, Mobile Deposit can only be used with the GenoaBank App.

What devices work with Mobile Deposit?

Android, iPhone and iPad devices

What should I do with my paper check after using GenoaBank Mobile Deposit?

Securely store your check for 14 days after your deposit, and then destroy it.

When will my deposit post?

The deposit will typically post to your account no later than 5:30 pm that business day.

What do I do if I don't see my deposit post to my account?

Contact GenoaBank Mobile Banking at 567-400-1296 and we will research.

What do I do if my device is lost or stolen?

You may deactivate your Mobile Banking account by logging in to Online Banking and clicking on "My Profile". If you are unable to do so, you can contact the bank to have it deactivated.

Is Mobile Deposit secure?

Yes, GenoaBank Mobile Deposit employs many types of security measures to safeguard your privacy and your information as it travels from your mobile device to the bank.

GenoaBank Mobile Banking App is available for select mobile devices. Must be enrolled in GenoaBank Online Banking and accept the terms and conditions of the GenoaBank Mobile Banking Disclosure Agreement. GenoaBank does not charge for Mobile Banking. Message and data rates may apply.



1-800-592-2828 | www.genoabank.com
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