

# DollarBank<sup>®</sup>

# Remote Deposit

## Best Practices and Procedures for Remote Deposit Processing

Thank you for choosing Dollar Bank Remote Deposit to conveniently deposit checks. These best practices and procedures are to help you protect and safeguard items processed and deposited from fraud or mishandling. We recommend you put proper controls in place and conduct annual internal reviews of your processes.



### Logical and Physical Security

- Protect all passwords, personal identification numbers and security tokens.
- Secure all computers running Remote Deposit, both physical and logical.
- Store exported information securely, whether printed or electronic.
- Ensure logical security is in place which may include (but not limited to) firewalls, virus protection, anti-phishing software and key-stroke logging prevention.
- Update computer operating system and software regularly.

### Account Access Controls

- Establish and maintain internal procedures to reduce the risk of unauthorized/fraudulent activity:
  - New employee training
  - Outline access guidelines
  - Appropriate internal controls
  - Segregate duties
- Institute Dual Control procedures for verification prior to transmitting deposits.
- Have different individuals complete deposits from those who reconcile accounts.
- Apply role and account level security limiting users to only be able to scan, transmit or research certain accounts.
- Review for inactive users and delete terminated employee access promptly.

## Daily Procedures

- Confirm that total items and deposit amount are in balance prior to finalizing each deposit.
- Ensure items are of good quality and all information on the check is legible.
- Remove and rescan image of poor quality or missing MICR line information.
- Endorse all checks with "For Remote Deposit Only" or stamp front of check "Electronically Deposited."
- Check deposit posted to the correct account via Business Online Banking.
- Populate a log sheet to track deposit and destruction dates, users who prepared and approved deposit, etc.

## Storage of Physical Checks

- Store deposited checks in a locked area for a minimum of 14 business days.
- Destroy all physical checks within 60 days after deposit in a secure fashion.

## Effective Date of Deposit

- Deposits received through our Remote Deposit service by 8:00 PM ET, funds will be credited to your account on the same business day.

If you have any questions, please contact  
Dollar Bank Treasury Management at 1-855-282-3888,  
Monday - Friday, from 8:30 AM - 5:00 PM ET.

## Fraudulent Checks

All organizations are a potential target of check fraud and there continues to be an increasing occurrence among commercial businesses. Checks that appear to be altered, forged or counterfeited should not be accepted or deposited without confirming the validity of the item. If a check image is returned because of fraud or for any other reason, we may request that the original item be delivered to Dollar Bank.



**DollarBank**<sup>®</sup>  
Treasury Management