



Mobile Check Deposit Frequently Asked Questions

What is Timberland Mobile Check Deposit?

Mobile Check Deposit is an easy way to use a mobile phone to deposit checks into your checking, savings, or money market account.

Who can use Timberland Mobile Check Deposit?

All consumer banking customers that have valid Online Banking credentials, a personal checking, savings, or money market account and have the Timberland Mobile App for iPhone, Android or iPad can use the Mobile Check Deposit service.

Do I have to apply for Timberland Mobile Check Deposit?

Yes. Please allow up to 2 business days for approval. You will receive an email notifying you of our decision.

How do I apply for Timberland Mobile Check Deposit?

Login to your Timberland Mobile App and visit Services then Mobile Deposit Enrollment

Is there a restriction on devices that can process Mobile Check Deposits?

Timberland Mobile Check Deposit is in the iOS and Android apps and can be used on an iPhone, Android, iPad and iPod touch.

Is there a cost to deposit my check with Timberland Mobile Check Deposit?

There is no cost for this service.

How should I endorse the back of my check that I am depositing via Timberland Mobile Check Deposit?

You should endorse your check using the following statement: "For deposit only, Signature, account # _____"

I submitted a \$20 check today but it doesn't show in my account?

All checks deposited via Mobile Deposit are subject to review. All checks deposited by 4pm PST are reviewed and deposited the same day and will display in your balance the following business day. Checks deposited after 4pm PST will be deposited the following business day.

Can I deposit any type of check with Timberland Mobile Check Deposit?

Timberland Mobile Check Deposit can accept most check types, including two party personal, payroll, and government checks. However the following check types cannot be processed using Timberland Mobile Deposit.

- Money Orders
- Traveler's Checks
- Foreign Items
- Checks payable to any person other than you

Will I receive immediate credit when I deposit my check?

No. All checks deposited via Mobile Check Deposit are subject to review. All checks deposited by 4pm PST are reviewed and deposited the same day and will display on your account statement the following business day.

Is there a dollar amount threshold for daily and monthly deposit volumes using Timberland Mobile Check Deposit?

There are limits on the dollar amount of each deposit but no monthly limit. The daily limit is \$2,500.

What if I have a check that is more than my daily limit?

Timberland Mobile Check Deposit includes a feature that allows certain customers to temporarily increase their daily deposit limit. Raising your limit is based upon several criteria, including how long you've had an account with Timberland Bank and your relationship with the bank.

What do I do with my paper checks after I've deposited them with Mobile Check Deposit?

Once you have deposited the check successfully, you should keep the check in a safe place for 30 days and after you have confirmed the deposited funds have been applied to your account correctly, destroy the check or mark it "VOID".