

SGB Mobile Deposit

Frequently Asked Questions

1. What is SGB Mobile Deposit?

SGB Mobile Deposit allows customers to deposit a check into any eligible Checking or Savings account anytime, anywhere with the SGB Mobile Banking app. Save yourself a trip to the Bank by depositing checks with your mobile device simply by taking a picture. It's easy, safe, and most importantly, convenient!

- ✓ **Make deposits 24 hours a day, even weekends and holidays!** Deposits received by 8:00pm EST will be processed the same business day. Deposits received after 8:00pm EST, or on weekends or holidays, will be processed the next business day.
- ✓ **Save time and gas by not having to drive to the Bank to deposit your check!**

2. Who is eligible to for SGB Mobile Deposit?

SGB Mobile Deposit is available to customers who meet the following requirements:

- Corporate accounts do not qualify for this service
- An active Checking or Savings account with a positive balance that has been opened for at least 90 days
- No returned items or chargebacks in the last 90 days
- Must be enrolled for both SGB Online Banking and SGB Mobile Banking
- The most recent version of the SGB Mobile Banking app for both iOS and Android mobile devices

3. How do I make a deposit using SGB Mobile Deposit?

1. Launch the SGB Mobile Banking app and login
2. Select "Make a Deposit" from the Main Menu
3. Take a picture of the front of the check
4. Take a picture of the back of the check
5. Select the account you would like to deposit the funds to
6. Enter the amount of the check
7. Select Submit

4. Are there limits to how much I can deposit?

Yes. The current daily item limit is six (6) and the dollar limit is \$5,000 per business day; the current monthly item limit should not exceed six (6) and the monthly dollar amount should not exceed \$5,000. The Bank reserves the right to change the limits.

5. How should my checks being deposited be endorsed?

Checks should be endorsed "For SGB Mobile Deposit Only".

6. When will the money I deposited be available in my account?

Funds are available on the next day after the day of your deposit, if deposited before 8:00pm EST on days that the Bank is open.

Example: Deposits made via Mobile Deposit before 8:00pm EST on a Monday will generally have funds available on Tuesday. Deposits made via Mobile Deposit after 8:00pm EST on a Friday will generally have funds available on the following Tuesday (assuming Monday is not a federal holiday).

7. What types of checks can I deposit?

Checks made payable to you and drawn on a Bank within the United States can be deposited through SGB Mobile Banking, including U.S. Treasury Checks, Money Orders, and Cashier Checks. Traveler's Checks, Convenience Checks, Foreign Checks, and Savings Bonds cannot be deposited through SGB Mobile Deposit.

8. Do I have to have SGB Online Banking to use SGB Mobile Deposit?

Yes. SGB Mobile Deposit is only available through the SGB Mobile Banking app. You must be enrolled for both Online Banking and Mobile Banking to use Mobile Deposit.

9. What should I do with the check once it has been successfully deposited?

You should mark "Processed" on the check and keep the check for 60 days. Then securely destroy it.

10. Is there a fee to use SGB Mobile Deposit?

At this time, there is not a fee for using the service.