

Waumandee State Bank Mobile Remote Deposit Frequently Asked Questions

On July 1, 2018, the requirement for mobile deposit endorsements changed.

Your signature and “For Mobile Deposit at Waumandee State Bank only” underneath is now required for all checks deposited with our mobile app.

Unfortunately, if you deposit a check through the mobile app without this endorsement, the check will be returned and you’ll receive notification that your “deposit was rejected due to restrictive endorsement”.

To help ensure that your checks are deposited conveniently and quickly using our mobile app, please use this new endorsement. We apologize for any inconvenience this may cause you. This new endorsement requirement is a result of a banking regulation change.

Q&A

Is this a Waumandee State Bank change or is this requirement for all financial institutions?

This new requirement comes from a banking regulation change and applies to all mobile deposits, at all financial institutions. It's not a change just for Waumandee State Bank customers.

Is this new endorsement required on all checks deposited?

No, this new endorsement **only applies to mobile deposits** and is not required when you visit a branch to deposit a check.

Why is this new endorsement required? It's so much longer than a regular endorsement.

We know the new endorsement is longer and we apologize for any inconvenience this may cause you. This change is being implemented to protect your deposit so that it's not accidentally presented at a bank when it's already been deposited via the mobile app.

Can I use the check box in the endorsement area rather than using this new endorsement?

No, the mobile deposit check box and space for the date is for your record keeping and unfortunately does not meet the new requirement for mobile deposits.

If I am depositing a check for my business do I need to sign my name with the mobile deposit endorsement?

No, business customers should endorse the check to whom it is made payable plus “For Mobile Deposit at Waumandee State Bank only” underneath.

We appreciate your assistance in making this change. If you have any questions, please contact customer service at inquire@waumandeebank.com or reach out to your local branch.