



Mobile Deposit FAQ

What is Mobile Deposit?

State Bank's Mobile Deposit allows you to take a picture of the front and back of checks drawn on a United States financial institution to deposit into your eligible personal checking, savings or money market accounts via our Mobile Banking applications.

How secure is Mobile Deposit?

At State Bank, we're dedicated to protecting your personal information. And we use a variety of technologies that help ensure our products and services remain secure, including login credentials and data encryption.

What do I need to be eligible to enroll in Mobile Deposit?

You will need a personal checking, savings or money market account, enrolled in Internet Banking with our Mobile Banking application downloaded to your mobile device and the ability to receive text messages and picture taking. Your account must be in good standing.

What items can be deposited through Mobile Deposit?

Checks made payable to the account owner or joint owners that have been properly endorsed with (State Bank Mobile Deposit only) and the owner's signature.

What items cannot be deposited?

- No foreign checks
 - No Bonds
 - No 3rd party checks
 - No returned or re-deposited items
 - No rebate checks
 - No jointly payable checks unless both parties are joint owners on account
 - No altered checks
 - No stale-dated checks
 - No previously submitted checks
- For more information see Mobile Deposit Agreement

* May not be able to image Money orders other than Western Union

Do I need a deposit slip when using Mobile Deposit?

No. A deposit slip is not necessary.

Are the check images stored on my device?

No, the check images are stored on a secure encrypted server and not on your device.

What do I do with my checks after they are deposited?

Upon your receipt of a confirmation from State Bank that we have received an image that you have transmitted, you should mark the item as "Electronically Presented", "VOID", or otherwise render it incapable of further transmission, deposit, or presentment. You should retain the check for at least 7 calendar days from the date of the image transmission. After 7 days, you should destroy the check that you transmitted.

What is the cutoff time for a deposit to be considered that day?

Cutoff time for submitting deposits is 4:00 pm Central Time (M-F)

How will I know when my deposit is available?

You will receive a text message when your transaction has been approved. All approved deposits submitted before 4:00 pm will be available by 4:30 pm. Please refer to our Funds Availability Policy for more information.

What are the deposit limits?

For security reasons there are limits on deposits using Mobile Deposit. These limits vary. Contact one of our representatives for more information.

Is there a fee?

There is no per transaction fee from State Bank. Message and data rates may apply. Please check with your communications service provider for access rates, texting charges, and other applicable fees.