

# Remote & mobile deposit

## Fraud and loss prevention best practices

### What is remote/mobile deposit?

Remote deposit is a service that allows businesses to convert physical checks they receive from customers into digital images that can be electronically transmitted to the Bank for deposit. With remote deposit, you are able to scan each of your deposit checks into an electronic image simply by using a desktop scanner and a personal computer. The image files are then transmitted to the Bank for processing.

Mobile deposit is similar to remote deposit, as it allows you to transmit an electronic image of a check using the camera in your mobile device.

While remote/mobile deposit can be a tremendous time-saving tool for businesses, the service is not without risk. It is important for any business considering use of this service to understand these risks, as well as the steps that can be taken to mitigate them.

### What are the risks?

When using remote/mobile deposit, the physical checks remain in your possession rather than with the Bank. This shifts risk to your business if the checks should fall into the wrong hands, possibly exposing you to monetary liability and/or reputation risk. You will need to take certain precautions to prevent loss to either you or your customers.

The best way to mitigate risk is to make sure your business has a strong control environment in place to secure the physical checks before and after using remote/mobile deposit.

### How to be proactive?

**Access:** We highly recommend the establishment of controls for the use of remote/mobile deposit and the handling of original checks. Access to the scanner, and to the checks before/after scanning, should be limited to a small number of trusted staff. Maintain administrative controls and safeguards of remote/mobile deposit applications. Notify the Bank if you plan to move the scanner to a new office location.

**Storage:** Each time you make a deposit, please make sure to store the checks in a secure location. Limit employee access to stored checks to reduce the risk of your customer's data being compromised. Make sure checks are marked as deposited after transmitting to the Bank.

**Retention:** The Bank requires you to retain the checks for 45 days from the date of processing. Do not proceed with destruction of the processed paper checks until the transaction posting has been verified by us as accepted.



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## Additional Recommendations

- Maintain up-to-date operating systems and web browser versions, including firewalls and up-to-date anti-virus software.
- Endorse the back of the check with “for mobile deposit only to Pacific Western Bank.”
- Monitor images as they are scanned. If image quality is poor, you can do the following:
  - Clean scanner lenses/phone camera lenses.
  - Jog check items.

Refer to the Remote Deposit Capture Service Description for information on your obligations and risk mitigation requirements when using remote deposit.

## Questions?

Please contact your client services support team at 800.350.3557.

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