



BNY MELLON | PERSHING

Mobile Check Deposit

USER GUIDE

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1. Introduction

Mobile Check Deposit feature gives you a quick and convenient way to deposit checks for processing using NetX360® Mobile . You can take front and back pictures of the checks, attach the check images, type the amount and select the brokerage accounts to credit.

Purpose

This user guide provides you with an overview and deposit process of the Mobile Check Deposit feature. This user guide also contains frequently asked questions and answers.

NetX360 Mobile Requirements

iOS

- Operating system—iOS 9.0 or higher
- Size—20 MB

Android

- Operating System—OS 6 or higher
- Size—16 MB

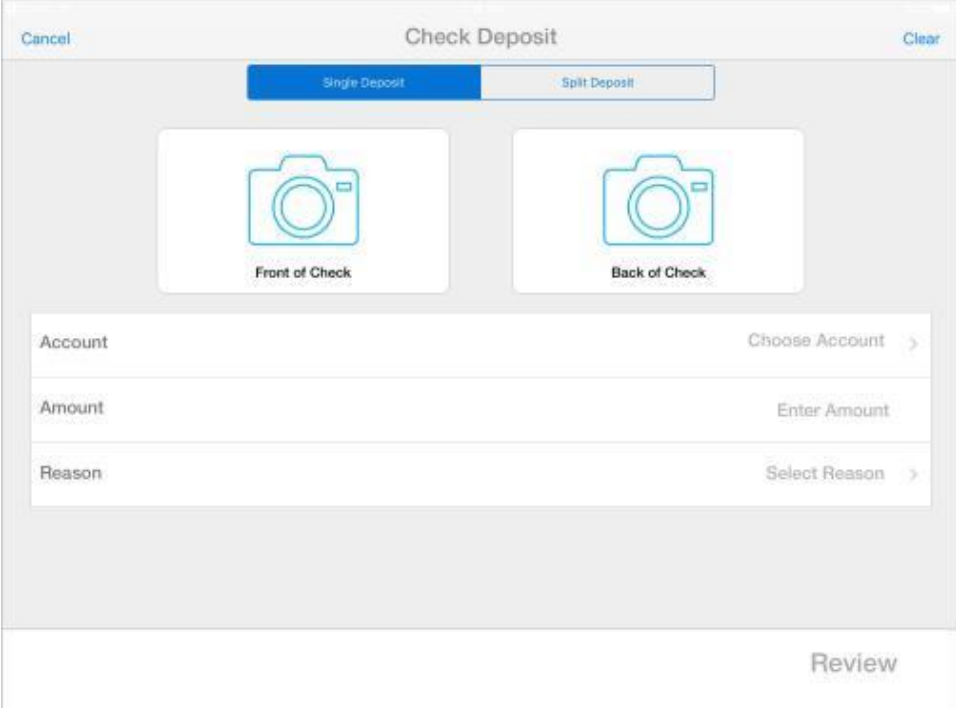
2. Mobile Check Deposit

Single Deposit

1. From the landing page, tap **Deposits** in the **My Clients** section. The **Check Deposit** page displays.

Or

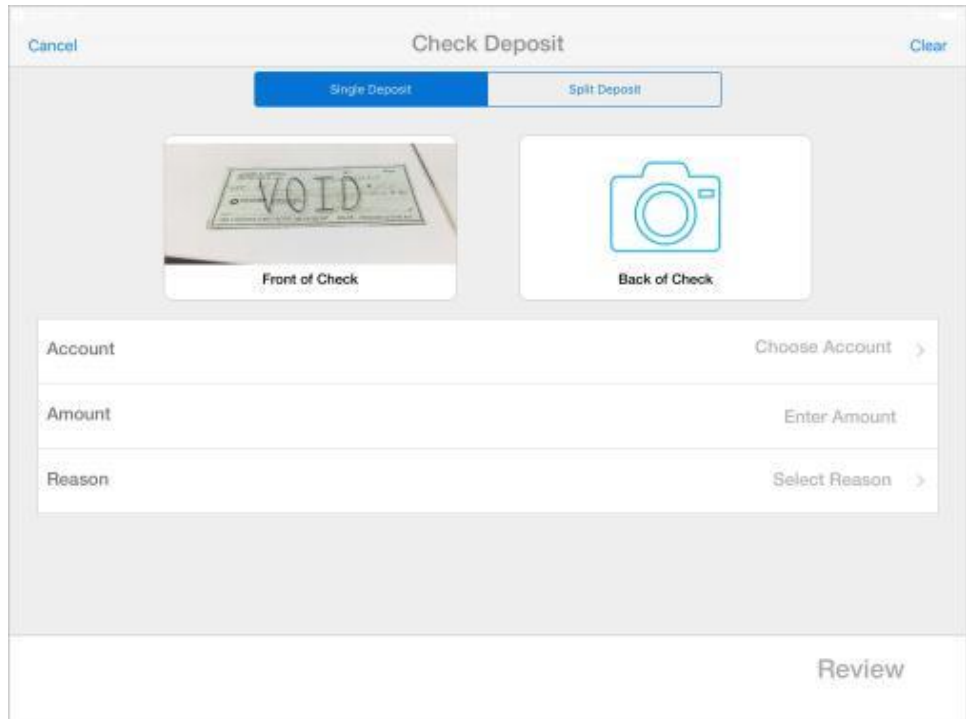
From the account view, tap the right panel (iPad) or bottom panel (iPhone) to access **Deposits**.



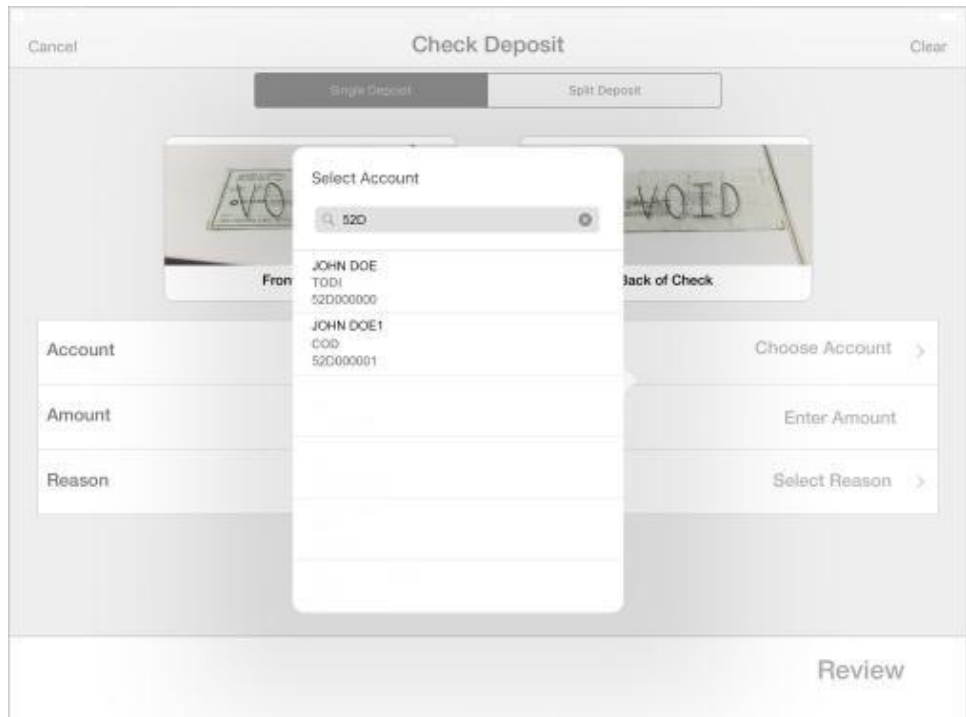
The screenshot shows the 'Check Deposit' screen. At the top, there are 'Cancel' and 'Clear' buttons. Below them is a title 'Check Deposit'. A navigation bar contains two options: 'Single Deposit' (highlighted in blue) and 'Split Deposit'. Below the navigation bar are two camera icons: 'Front of Check' and 'Back of Check'. Underneath are three input fields: 'Account' with a 'Choose Account' button and a right arrow, 'Amount' with an 'Enter Amount' button, and 'Reason' with a 'Select Reason' button and a right arrow. At the bottom right, there is a 'Review' button.

2. Tap **Single Deposit** and take a photo of the front and back of the check.

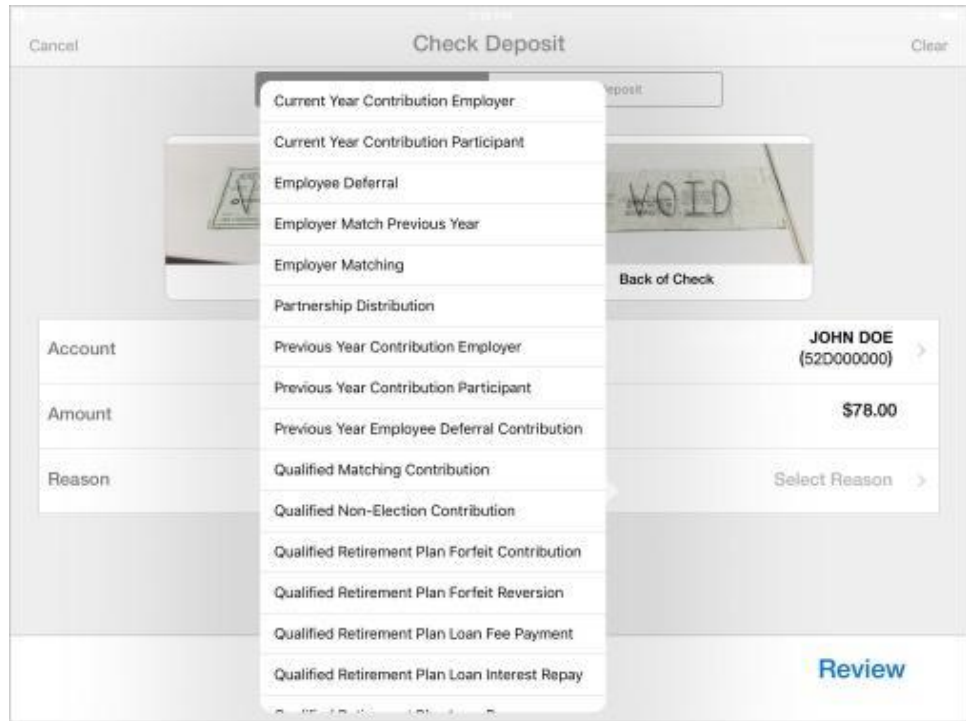
Note: The image below depicts a check with the word **VOID** written on the face. Do not take pictures with **VOID** written across the face of the check.



3. Follow the prompts to select the desired accounts and enter the check amount.



4. For qualified accounts, select a deposit source code for each account.



5. Tap **Review** to review the information.

6. Verify the deposit details and tap **Submit**. The **Confirmation** page displays.

Close Confirmation Transaction Status

Check Submitted

Keep the check in a secure area for at least 5 business days. Make sure the deposit has been credited to the account and then destroy the check.

Transaction ID	RDD0J000000Y
Date/Time	01/19/2017 02:48 AM ET
Account	JOHN DOE (52D000000)
Amount	\$78.00
Reason	Qualified Matching Contribution

Please note, any check submitted after 03:00 PM EST will be processed the following business day.

[Make Another Deposit](#)

Split Deposit

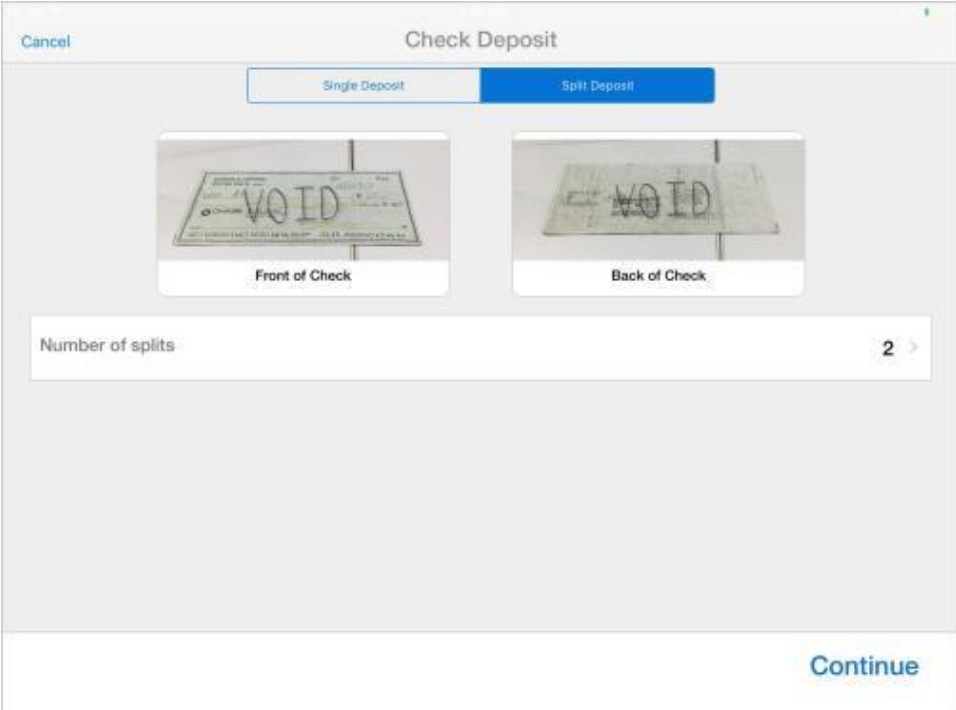
1. From the landing page, tap **Deposits** in the **My Clients** section. The **Check Deposit** page displays.

Or

From the account view, tap the right panel (iPad) or bottom panel (iPhone) to access **Deposits**.

2. Tap **Split Deposit** and take a photo of the front and back of the check.

Note: The image below depicts a check with the word **VOID** written on the face. Do not take pictures with **VOID** written across the face of the check.



3. Select the number of splits and tap **Continue**. The **Split** page displays.

Note: You can split a check between seven accounts.

4. Select the account, enter the check amount and select the reason code.

Note: The **Split** page displays according to the selected number of splits. Repeat step 4 to provide the required information.

The screenshot shows the 'Check Deposit' app interface. At the top, there is a 'Cancel' button on the left and the title 'Check Deposit' in the center. Below the title are two buttons: 'Single Deposit' and 'Split Deposit', with 'Split Deposit' being the active selection. A modal window titled 'Split 1 of 2' is displayed in the center. The modal has 'Close' on the left and 'Next' on the right. It contains the following information: 'Total Deposit: \$6.00', 'Account: JOHN DOE (52D000000)', 'Amount: \$6.00', and 'Reason: Check Deposit'. To the left of the modal, a 'Number of splits' field is partially visible with the value '2'. At the bottom right of the main screen, there is a 'Continue' button.

5. After providing the information, tap **Continue**. The **Review** page displays.

6. Verify the deposit details and tap **Submit**. The **Confirmation** page displays.

[Close](#) [Transaction Status](#)

Confirmation

Check Submitted

Keep the check in a secure area for at least 5 business days. Make sure the deposit has been credited to the account and then destroy the check.

Split Deposit	2 splits
Transaction ID	RDD0100000AG
Date/Time	01/18/2017 10:29 PM ET
Total Deposit	\$13.00
Split 1 of 2	
JOHN DOE (52D000000)	
\$6.00	
Check Deposit	
Split 2 of 2	
JOHN DOE1 (52D000001)	
\$7.00	
Check Deposit	

Please note, any check submitted after 03:00 PM EST will be processed the following business day.

[Make another deposit](#)

3. Cutoff Times

The daily cutoff time for depositing checks is 3 p.m. (ET).

Check deposits submitted prior to the cutoff time and in good order are processed the same business day. Checks submitted after the cutoff time and in good order will be deposited on the next business day.

Check deposits are not processed on Saturdays, Sundays, and on New York Stock Exchange and federally recognized bank holidays.

4. Frequently Asked Questions

General

What types of accounts are eligible for Mobile Check Deposit?

All investment/brokerage accounts are eligible.

Are there any restrictions to use this feature?

All restrictions already in force for check deposits are applicable. Retirement account maintenance fees cannot be paid using Mobile Check Deposit. Otherwise, all deposits that are currently accepted in physical form are eligible.

Can I use the Mobile Check Deposit feature to fund a new or pending account?

The account must be active (opened and approved) to use this feature.

Can I split a check across multiple accounts using Mobile Check Deposit?

You can split a check across as many as seven brokerage accounts.

Is there a limit to the amount of money that I can deposit using Mobile Check Deposit?

Mobile Check Deposit has a per check limit of \$1,000,000 when deposited through NetX360 Mobile.

What are the fees for Mobile Check Deposit?

There is no additional cost to use the Mobile Check Deposit feature.

How is access to Mobile Check Deposit controlled?

Mobile Check Deposit for NetX360 Mobile is controlled through entitlements. In addition, you must have the entitlements for basic access to the mobile platform as well.

Can I deposit a check to a retirement account?

You can deposit a check to both retirement and non-retirement accounts. Retirement accounts require an additional field for a deposit contribution reason indicating the type of deposit you are making for your retirement account, such as current year contribution or IRA rollover.

Can I pay for maintenance fees?

You cannot pay maintenance fees through mobile check deposit. You must mail maintenance fees to Pershing using the delivery instructions found on the maintenance fee invoice.

Check Information

What checks are accepted through Mobile Check Deposit?

Only first-party checks, checks made payable to Pershing LLC / Pershing Advisor Solutions LLC and checks made payable to the account owner are accepted.

The following scenarios will help you identify the types of checks that are accepted.

- Personal checks drawn on domestic banks, payable to either Pershing or Pershing Advisor Solutions.
- Checks drawn on joint checking accounts. (This type of check may be deposited into an account held for either joint account holder.)
- Checks drawn on bank accounts of any other party made payable to the client, or payable to Pershing for the benefit of the client, or payable to Pershing Advisor Solutions LLC for the benefit of the client (second-party checks) that are deposited into the client's brokerage account. The following information is required.
 - If the check value is under \$100,000, the relationship is required.
 - If the check value is over \$100,000, the relationship and source of funds is required.
- Checks drawn on accounts from other financial institutions payable to the client, or payable to Pershing for the benefit of the client, or payable to the firm for the benefit of the client (second-party checks) that are deposited into the client's brokerage account. The following information is required.
 - If the check value is over \$100,000, the relationship and source of funds are required.
- Checks payable to a joint payee presented for deposit into an individual account. The following information is required.
 - Signed letter of authorization from the person giving up the assets. A notary is required if signor does not maintain an account with Pershing Advisor Solutions.
- Checks made payable to the advisor. The check may be accepted with the following exception.
 - A letter from the advisor explaining it was intended for the client account is required to grant an exception.
- Checks made payable to Pershing or Pershing Advisor Solutions, where the maker of the check is not identical to the owner of the brokerage account, and the beneficiary name is either not specified on the payee line, or if specified, does not match the title on the account. The check may be accepted with the following exception.

- Confirmation that the check is intended for this client as well as the relationship to maker.

What checks are not accepted through Mobile Check Deposit?

Third-party checks, cashier's checks under \$10,000, money orders, and non-U.S. dollar checks are not accepted.

The following scenarios will help you in identifying the types of checks that are **not** accepted.

- Checks drawn from a client's bank account payable to the advisor, but with the following exception.
 - If there is a confirmation that the check is not from a Pershing Advisor Solutions client and it is management fees for assets held outside the firm.
- Checks drawn on a bank account in the advisor name payable to a client.
- Checks with double endorsements (third-party checks).
- Cash, money orders or travelers' checks.
- Checks made payable to cash.
- Cashier's checks or bank checks under \$10,000 for deposit into a non-retirement account. However, exceptions may be granted based on results of due diligence performed by Pershing Advisor Solutions.
- Starter checks, but exceptions may be granted case by case.
- Checks drawn against lines-of-credit (Discover, Visa or home equity loans).
- Checks previously returned due to insufficient funds.

Can I deposit a check erroneously made payable to my firm?

No. Checks made payable to your firm in error must be sent to Pershing Advisor Solutions for processing, along with a Letter of Instruction signed by an authorized signatory for your firm, on company letterhead, indicating that the check should be deposited in the client account.

How does my client endorse the check?

The client must sign the back of the check. To improve security and reduce the risk of error, clients should also write "for mobile deposit only" under their signature.

Are the check photos stored anywhere on my mobile device?

No. The photos and any account information are not stored on your device.

What should I do with the check after I complete the deposit?

After the check deposit request is submitted, the physical check must be stored in a secure location until the deposit is successfully credited to your client's account.

How will I know if the check has been credited to the client's account?

Deposits that are successfully credited display in **Account Activity** as **Check Received**.

Can I use an e-mailed or photocopied image of a check with the mobile check deposit feature?

No. The check images must be original for the mobile check deposit feature to work correctly.

Timing

When will I see the deposit posted to the account?

Mobile check deposits submitted to Pershing's Money Desk for processing prior to the 3 p.m. (ET) cutoff time and in good order are normally transmitted and posted on the same business day.

Mobile check deposits are not processed on Saturdays and Sundays or on New York Stock Exchange and bank holidays.

When will the funds be available for withdrawal?

All checks are subject to the standard hold period established for your firm (typically five business days).

I completed a deposit and want to see its latest status. What should I do?

Do either of the following:

- Tap the **Account** tile in the **My Client** section and then swipe to see **Transaction Status**.
- Tap the **Transaction Status** tile found in the **My Practice** section to view at the book of business level.

The **Transaction Status** page displays all checks that have been successfully submitted.

Procedures

Where are check images sent after they are submitted?

Check images will be submitted to Pershing for processing.

Who has custody of funds?

When the Mobile Check Deposit process has successfully submitted to Pershing for processing, Pershing has the processing obligation and custody of the client funds.

Troubleshooting

What if the check I submitted is not accepted?

The following issues may prevent you from submitting a mobile deposit. If you are unsuccessful after multiple attempts, please contact Pershing Advisor Solutions for more information.

ISSUE	DESCRIPTION/SOLUTION
Image could not be read	The check image is not clear enough. Submit another image. Ensure the information on the check is clearly readable, you are taking a picture of the check under good lighting and the four corners of the check are aligned inside the frame.
MICR line could not be read	The check image is not clear enough. Submit another image. Ensure the information on the check is clearly readable, you are taking a picture of the check under good lighting and the four corners of the check are aligned inside the frame.
Mobile Check Deposit feature unavailable	The Mobile Check Deposit system is unavailable at this time. Try again later.
Signature missing	Your check is not endorsed. Your client must endorse the check. Once endorsed, retake your pictures to continue.
Amount you supplied does not match amount read by check scanner	The amount you entered does not match the amount on the check. Enter the amount on the check to continue.
Split deposits do not equal total check amount	The deposit amounts you entered do not add up to the amount of the check. Check the deposit amounts and submit your request again.
You did not supply the amount	Enter the amount of the check to continue.
Reason code not selected	Select a reason code to continue.
You did not supply the account	Select one or more account numbers to continue.
Amount exceeds limit	The amount you entered exceeds the maximum deposit limit of \$80,000 per check. Checks that exceed the limit cannot be deposited via mobile check deposit.
Not a U.S. check	This check cannot be deposited via mobile check deposit. Only checks drawn on U.S. financial institutions are eligible for mobile check deposit.

ISSUE	DESCRIPTION/SOLUTION
Missing/Invalid front signature	The check is missing a signature. Your client must sign the front of the check. Retake your photos to continue.

What should I do if my deposit is not approved or deleted?

If the mobile deposit is not accepted, you should contact Pershing Advisor Solutions.

What will Pershing do if it receives a mobile deposit that is not in good order?

If a check cannot be deposited upon receipt by Pershing, you will be contacted by your Client Service Liaison either requesting additional clarification or informing you that the check will be returned.