

Mobile Check Deposit

USER GUIDE

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This user guide contains illustrations and screen shots that represent information available within the secure pages of the NetXInvestor Mobile application. The information contained herein is for discussion purposes only and is subject to change without notice. Please refer to the secure pages in the mobile application for additional details on use and/or applicable disclosures.

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1. Introduction

Mobile check deposit provides a quick and convenient way to deposit checks for processing using NetXInvestor[®] Mobile on an Apple[®] iPhone[®] or iPad[®]. Using this feature, you can take front and back photos of checks, attach the check images, enter the amount of the check and select the brokerage accounts to credit.

Purpose

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

Audience

This guide is to be used by you, the investor, to learn how to deposit checks using NetXInvestor Mobile.

NetXInvestor Mobile Requirements

- NetXInvestor Mobile base version iOS 6.0

Mobile Requirements

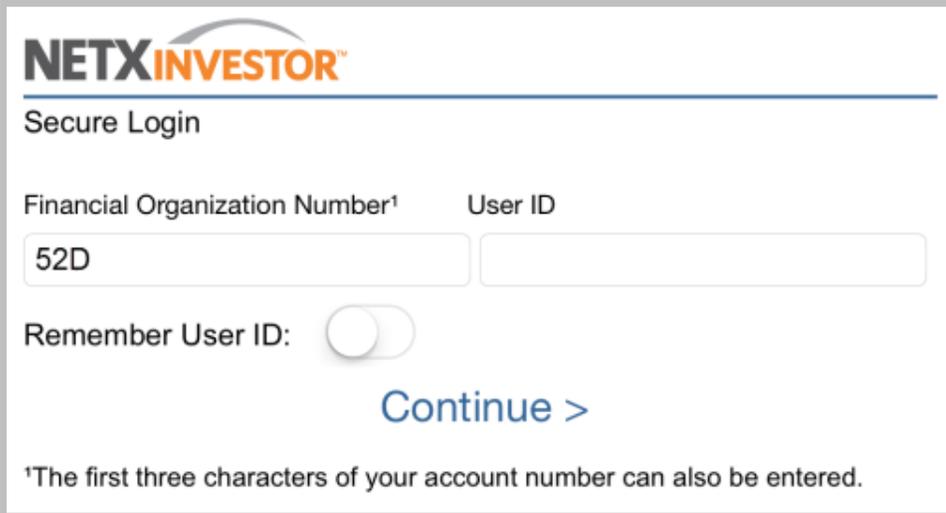
- iPhone[®] using iOS 6.0+
- iPad[®] using iOS 6.0+

2. Deposit Setup

Note: If you have already logged into NetXInvestor Mobile, proceed to [Step 9](#) for information on how to deposit a check.

1. Launch **NetXInvestor Mobile**. The Login page displays.

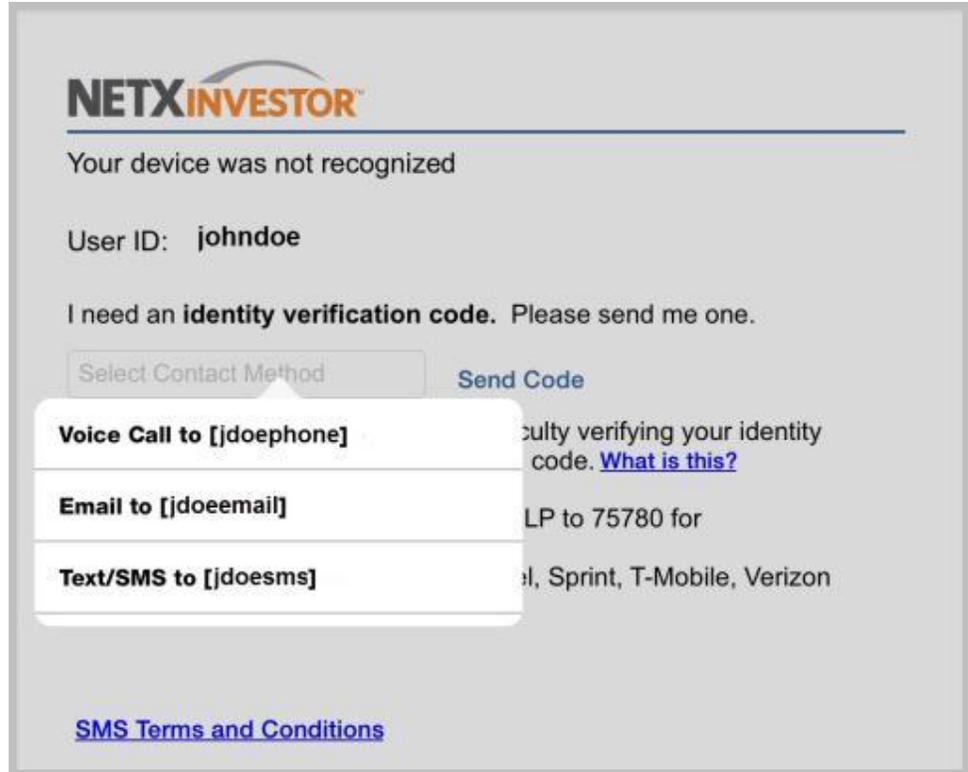
If **Remember User ID** has been set to **ON** during previous login, the login page populates the **Financial Organization Number** and **User ID** automatically.



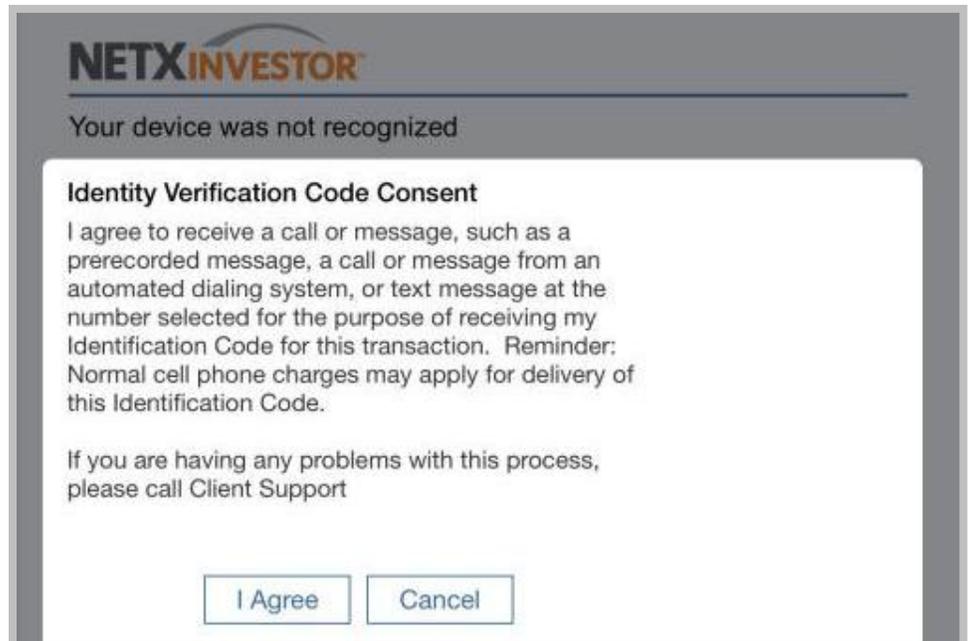
2. In the **Financial Organization Number** field, enter your financial institution's number.
3. In the **User ID** field, enter your user ID and tap **Continue**.

Notes:

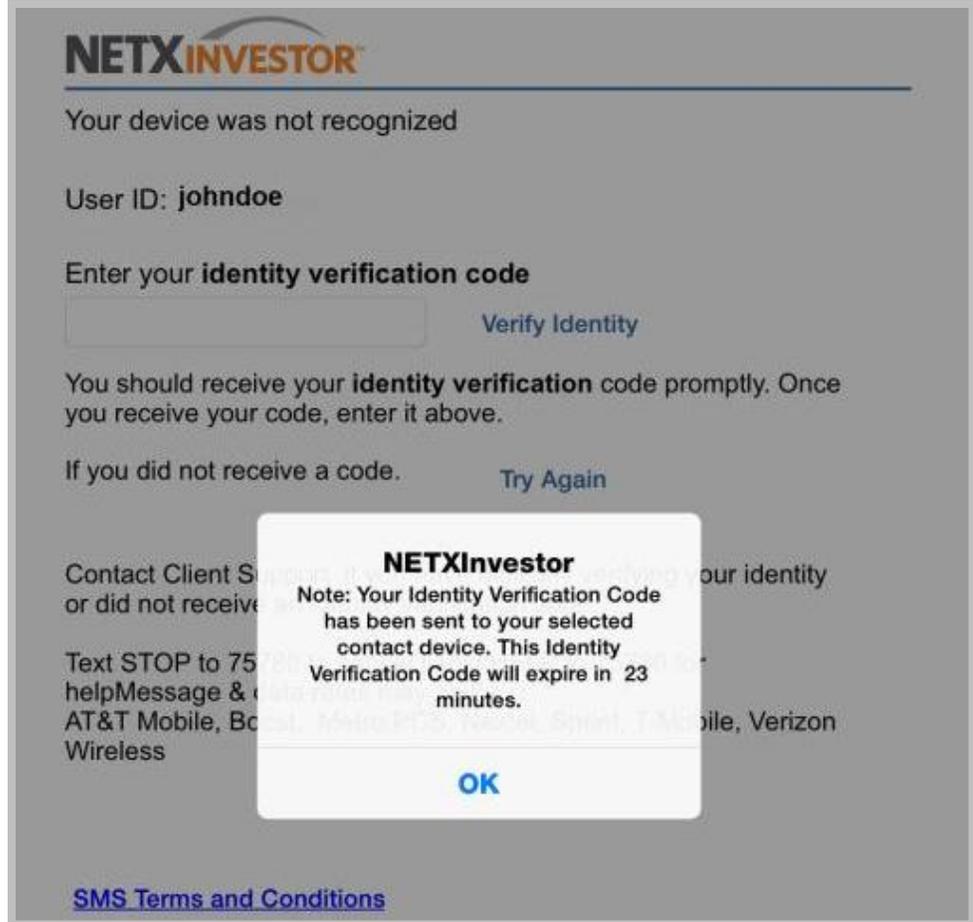
- If **Identity Verification Code (IVC)** has been enabled for you by your firm, the **Unrecognized Device** page displays.
- If **Identity Verification Code (IVC)** has not been enabled for you by your firm, the [Security Question](#) page displays.
- If **Remember my device** has been set to **ON** during previous login, the [Phrase and Picture](#) page displays where you have to confirm the phrase, picture and enter your password to continue.



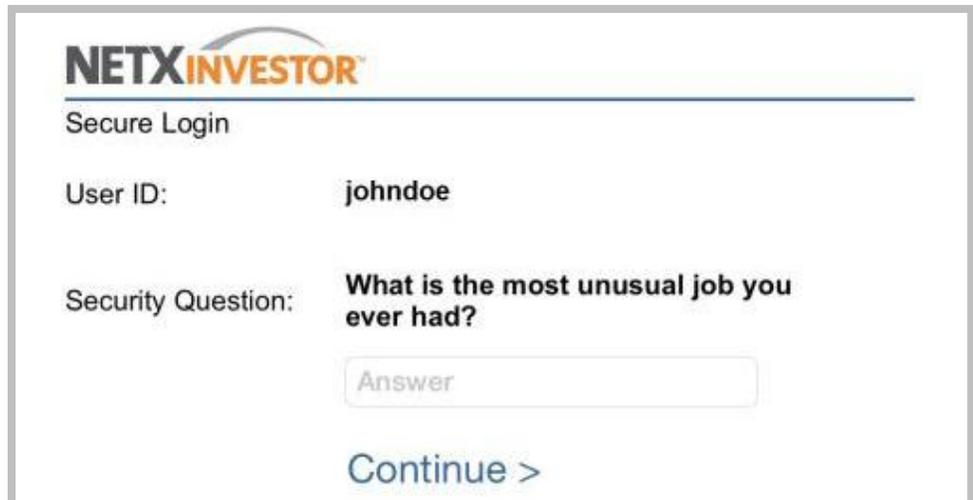
4. Select your preferred contact method and tap **Send Code**. The **Identity Verification Code Consent** page displays.



5. Tap **I Agree**. The Identity Verification Code sent message displays.

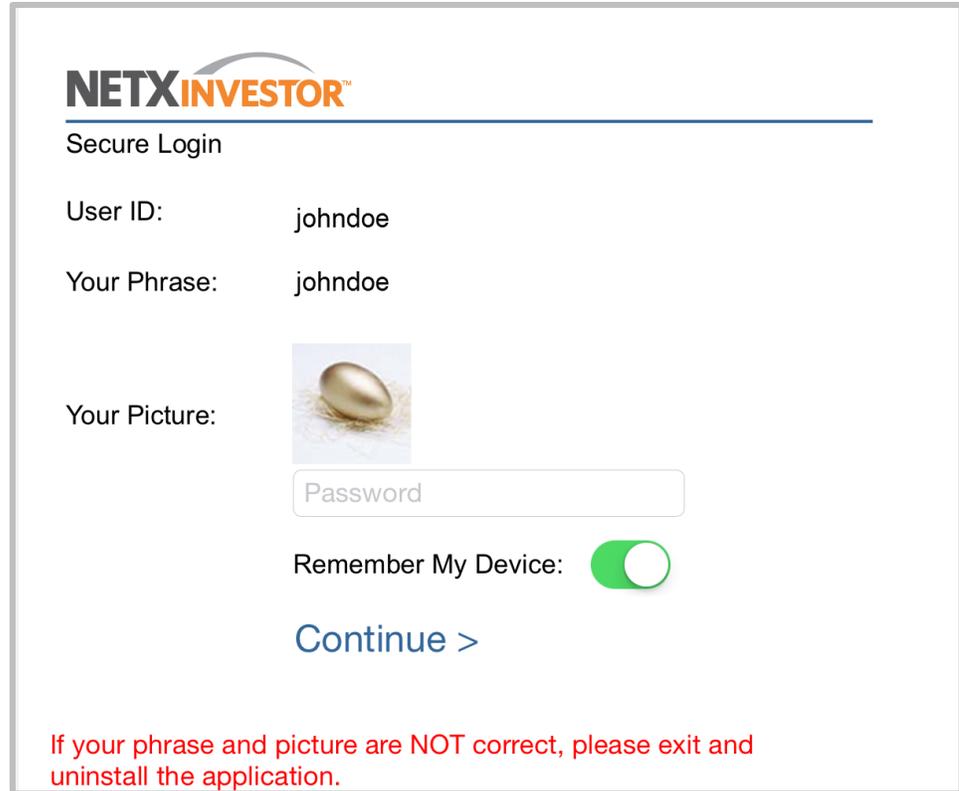


6. Tap **OK**. Enter your IVC code in the text field and tap **Verify Identity**. The security question page displays.



7. In the **Answer** field, enter the answer to your security question and tap **Continue**. The phrase and picture page displays.

2. DEPOSIT SETUP



8. If the phrase and picture are correct, enter your password in the **Password** field. Tap **Continue**. The **Balances** page displays.

Key Values	Previous Close(\$)	Current(\$)	Change(\$)	Change(%)
Long Market Value ¹	\$1,629,159.16	\$1,923,354.20	\$294,195.04	18.05%
Short Market Value	\$-4,489,270.00	\$-4,489,270.00	\$0.00	0.00%
Securities Owed ²	\$0.00	\$0.00	\$0.00	0.00%
Money Fund Balance ³	\$0.00	\$0.00	\$0.00	0.00%
Cash	\$4,102,656.34	\$4,102,656.34	\$0.00	0.00%
Net Worth	\$1,242,545.50	\$1,536,740.54	\$294,195.04	23.67%
Total Annuity Value ⁴	\$0.00	N/A	\$0.00	0.00%
Total Account Value	\$1,242,545.50	\$1,536,740.54	\$294,195.04	23.67%

Funds Available / Due		
\$0.00 Withdrawal	\$0.00 Trade ⁵	\$766,230.94 Due ⁶

9. On the **Balances** page, tap **Move Money** in the bottom panel. The **Move Money** page displays.

2. DEPOSIT SETUP

< Back Move Money

Front of Check Back of Check

Deposit to

Account >

Amount >

Reason >

Add Account +

Clear Review >

10. Take a photo of the front and back of the check.
11. Follow the prompts to enter the check amount, select the desired accounts and enter the deposit amount.
12. If prompted, select a deposit source code for each account.

< Back Move Money

Front of Check Back of Check

Deposit to

Account A COMPANY SECURITIES(52D000003) >

Amount \$ 87.32 >

Reason Check Deposit

Add Account +

Clear Review >

13. After providing the details, tap **Review** to verify the deposit details.
14. Verify the deposit details and tap **Submit**.

3. Cutoff Times

Check deposits submitted after the daily cutoff time will be processed the next business day. You should contact your advisor or financial institution to determine the cutoff time.

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

4. Frequently Asked Questions

General

What types of accounts are eligible for Mobile Check Deposit?

All brokerage and registered investment advisor (RIA) accounts are eligible.

Are there any restrictions when using this feature?

All restrictions that apply for check deposits are applicable. Retirement account maintenance fees cannot be paid using Mobile 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?

No. The account must be in an active state, meaning the account must be opened and approved by the financial institution, to use this feature.

How many accounts can I deposit into using the Mobile Check Deposit feature?

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 the Mobile Check Deposit feature?

You should contact your financial institution for information on the amount of money you can deposit using Mobile Check Deposit.

What are the fees for Mobile Check Deposit?

There is no additional cost to use Mobile Check Deposit. However, per user fees for NetXInvestor may apply.

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 source code. A deposit source code indicates what type of deposit you are making for your retirement account, such as current year contribution or IRA rollover.

Can I pay maintenance fees?

You cannot pay maintenance fees through Mobile Check Deposit. You must mail this payment to your firm or directly to Pershing using the delivery instructions on the maintenance fee invoice.

Check Information

What checks are accepted through Mobile Check Deposit?

Only first- and second-party checks are accepted.

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.

How should I endorse the check?

You must sign the back of the check.

Are the check photos stored anywhere on my mobile device?

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

What should I do with the check after the deposit?

After you deposit the check, the physical check must be stored in a secure location until the deposit is successfully credited to your account. You should contact your financial institution for more information on retention policy, storage and destruction of physical checks.

How will I know if the check has been credited to my account?

Deposits that are successfully credited display in **Account History** 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 mobile check deposit to work correctly.

Timing

When will I see the deposit posted to my account?

Mobile check deposits submitted before the cutoff time and in good order are normally transmitted and posted on the same business day. You should contact your financial institution to determine the cutoff time.

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

When can I withdraw funds?

All checks are subject to the standard hold period established for your financial institution (typically seven business days).

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

Tap the **Move Money** tab and then tap **Transaction Status** on the top navigation. The **Transaction Status** page displays all checks that have been successfully submitted.

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, you should contact your financial institution 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, a picture of the check is taken 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, a picture of the check is taken 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	You did not endorse the check. Endorse the check and retake 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	You did not enter the amount. You should enter the amount of the check to continue.
Reason code not selected	You did not select a reason. You should select a reason code to continue.
You did not supply the account	You did not select the accounts to which the check should be credited. You should select one or more account numbers to continue.
Amount exceeds limit	You entered an amount that exceeds the maximum deposit

4. FREQUENTLY ASKED QUESTIONS

ISSUE	DESCRIPTION/SOLUTION
	limit of \$[amount] 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.
Missing/Invalid front signature	The check does not have a signature. The check should be signed in front and the photos should be retaken to continue.

What should I do if the deposit is not approved or deleted by my financial institution?

If the mobile deposit is not approved or deleted, you should contact your financial institution for further action. Your financial institution might have to resubmit the deposit via the Desktop application. If the check is not in good state, the financial institution may return the check back to you.

About Us

As the New Model Clearing Firm™, Pershing LLC provides a broad suite of financial business solutions so advisors and broker-dealers can drive their business forward in a dynamic industry and regulatory environment. We are the #1 clearing firm in the U.S.* and our clients range from full service, institutional and independent firms to self-directed and bank-affiliated broker-dealers and span the globe. With a keen eye on delivering dependable operational support, robust trading services, flexible technology, an expansive array of investment solutions, practice management support and service excellence, our solutions help advisors and firms manage their businesses efficiently and serve their clients effectively. Pershing LLC (member FINRA/NYSE/SIPC) is a BNY Mellon company.

*Based on number of broker-dealer clients, *InvestmentNews* December 2013

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