

Deposit Anywhere FAQ's

Frequently Asked Questions

What is Deposit Anywhere™?

Deposit Anywhere is a new feature on our banking app that allows you to deposit cheques by taking a photo of them and submitting them to our financial institution, anywhere, day or night.

How do I get Deposit Anywhere?

Deposit Anywhere is available in the CDCU Credit Union Banking App. Download the [iPhone](#) or [Android](#) app.

How do I use Deposit Anywhere?

Depositing a cheque with Deposit Anywhere is easy. Open up our mobile banking app, tap the “deposit” button, select the account you’d like the funds deposited to, enter the amount, take a photo of the front and back of the cheque, confirm the details and tap “submit”. The funds will then be deposited securely into your account.

What types of cheques can I draw on?

You can deposit cheques payable in Canadian Dollars and drawn at any Canadian financial institution. They must be payable to, and endorsed by, the account holder.

Are there any fees for using Deposit Anywhere?

No. There are no fees to use this service.

How will I know if there is an issue with my deposit after I submit the cheque?

In the rare circumstance that there is an issue with the deposit after you receive confirmation during the deposit, you will be contacted by us.

Do I have to mail in the cheques afterwards?

No. Once you have submitted the cheques using Deposit Anywhere, you do not need to send the cheques to the branch.

What should I do with my paper cheques afterwards?

The cheques should be destroyed after 90 days.

What happens if I enter the wrong amount by mistake?

Sometimes mistakes happen. But not to worry, we will double check all the information to ensure the right amount is deposited quickly and securely into your account. If you do have any questions about the cheques you submit, you can call us at 250-428-5351 and we'll be happy to assist you.

Can I use the funds straight away?

Similar to deposits at an ATM or in the branch, standard holds on items apply and the funds may require time to clear.

Is depositing cheques with a mobile phone safe?

Yes. As a feature of our mobile banking app, Deposit Anywhere meets the same high standards as our mobile and online banking services.