

Mobile Check Deposit frequently asked questions



Q. How do I start using Mobile Check Deposit?

All you need is online access to your account(s) and the Investor Access mobile app.

Q. What mobile devices are supported?

You can use Mobile Check Deposit on Apple and Android mobile devices such as phones and tablets.

Q. How much does it cost?

The mobile app and all its features – including Mobile Check Deposit – are free.

Q. How does Mobile Check Deposit work?

Select the Deposit Checks option from the menu. Choose the account in which you want to deposit your check. Enter the check amount. Place your check on a flat, dark, well-lit surface. Take pictures of the front and back of your check, while being sure to hold the camera steady.

Q. What types of checks can I deposit?

Official checks, cashier's checks, United States Treasury checks, or other payment instruments drawn on a financial institution within the United States, payable in United States currency, and payable to you or Raymond James.

Q. How much can I deposit?

There are daily deposit limits based on your relationship with the firm. Your daily limits will appear on the Mobile Check Deposit screen in the app.

Q. What types of accounts are eligible?

Most brokerage and retirement accounts are eligible. Only eligible accounts will appear in the account selection menu on the Deposit Checks screen.

Q. Can I use Mobile Check Deposit to contribute to my IRA?

Yes, as long as you haven't met your annual contribution limit. You can also choose to make a contribution for the prior tax year, if it's between January 1 and tax day.

Q. When will my funds be available?

Deposits made through Mobile Check Deposit are subject to verification and generally will post to your account within one business day. Holds are placed on all check deposits based on relationship and check type. Holds do not limit the ability to earn interest or to make trades, but until the hold period has expired, they do prevent cash transactions such as check writing, wires and automated clearing house (ACH) transactions.

Q. What should I do with my paper check after I deposit it?

Please mark your check as deposited or void with the date you submitted the deposit and retain the check for at least 14 days. After confirming your deposit has been accepted and your funds are available, properly destroy the check.

Q. How will I know if there's a problem with my deposit after I submit it?

You will receive an email with an explanation if your deposit is unable to be processed.

Q. Are the check photos stored anywhere on my device?

No, the photos are not stored on your device. You may view the front and back images of your checks under the Activity tab.