



Mobile Banking Customer Announcement

New endorsement requirements are being added as another security measure to help protect a customer's account. In early October, an email was sent to all mobile banking customers that utilize our mobile check deposit feature informing them of new endorsement requirements. These new requirements will be implemented in the future on mobile check deposits. Customers are asked to begin following these new endorsement steps below when preparing a mobile check deposit.

- Endorse the back of your check as it is made payable to on your check.
- Either write the words Mobile Deposit Only under your endorsement or check the check box on the back of the check for mobile deposit, if it is available.
- Place the last 5 digits of your account number on the back of the check.
- Using the Citizens Savings Bank Mobile app complete your mobile check deposit in the customary manner.

Customers should be aware if your check does not contain the words Mobile Deposit Only or that the mobile check box is unchecked, a mobile deposit request will be declined. Customer mobile check deposits will begin being declined without the proper endorsement after 12/1/17.

If a customer has any questions regarding these changes, please contact our E-Banking Services Department, Monday-Friday 9AM to 5PM by calling 1-800-692-6279, Option 1.