

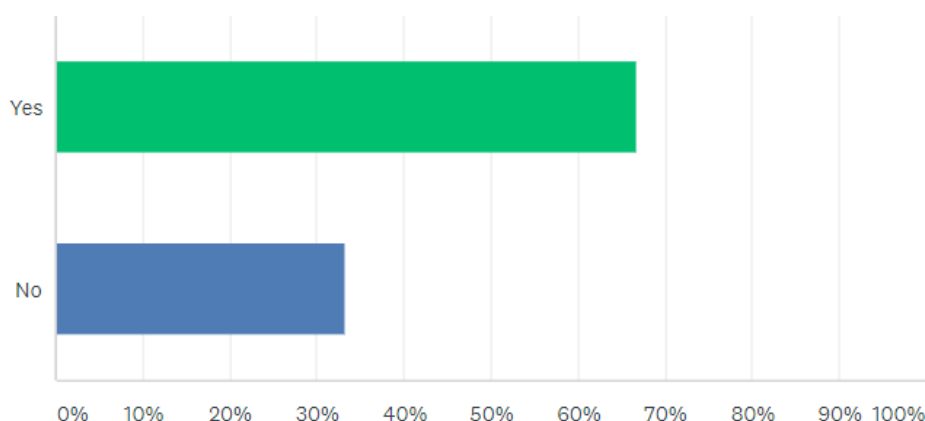
Survey Summary – The survey “Remote Deposit Capture and Regulation CC Updates” opened to the PAR/WACHA and Southern Financial Exchange newsletter readers on June 13, 2018. Forty-two responses were collected.

Two-thirds (66.67%) of respondents answered that they will be changing their endorsement requirements, though some have already modified their requirements and disclosure agreements. Most (67.5%) are monitoring mobile deposit endorsements that are less than \$500 with an additional 22.5% of respondents monitoring endorsements between \$500 and \$2,500.

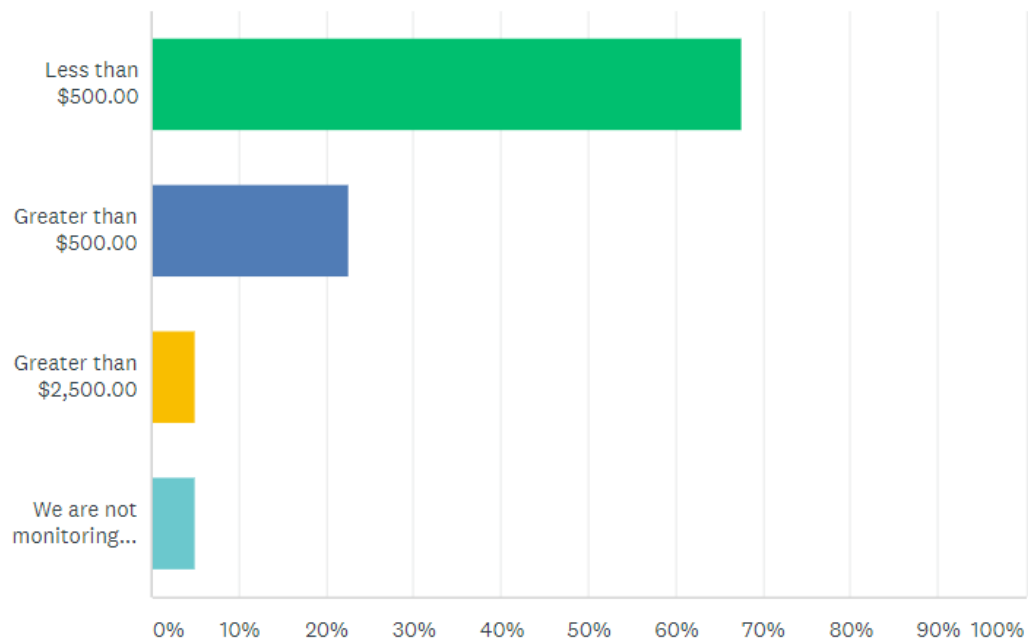
Respondents were split in regard to how they are educating their account holders on mobile deposit endorsements or how long they should retain the original item before destroying. Many are educating their account holders with a variety of methods including email, disclosures, website, app, agreements and even phone calls. Some participants noted that their organization has already started implementing modified or new disclosures and other education techniques.

If an account holder does not comply with the endorsement requirement, half of the respondents said they will call the account holder compared to those who will remove the service from the account holder (23.68%) or send a warning letter (15.79%).

1. Are you planning on changing your endorsement requirements?
 - a. Yes – 66.67%
 - b. No – 33.33%

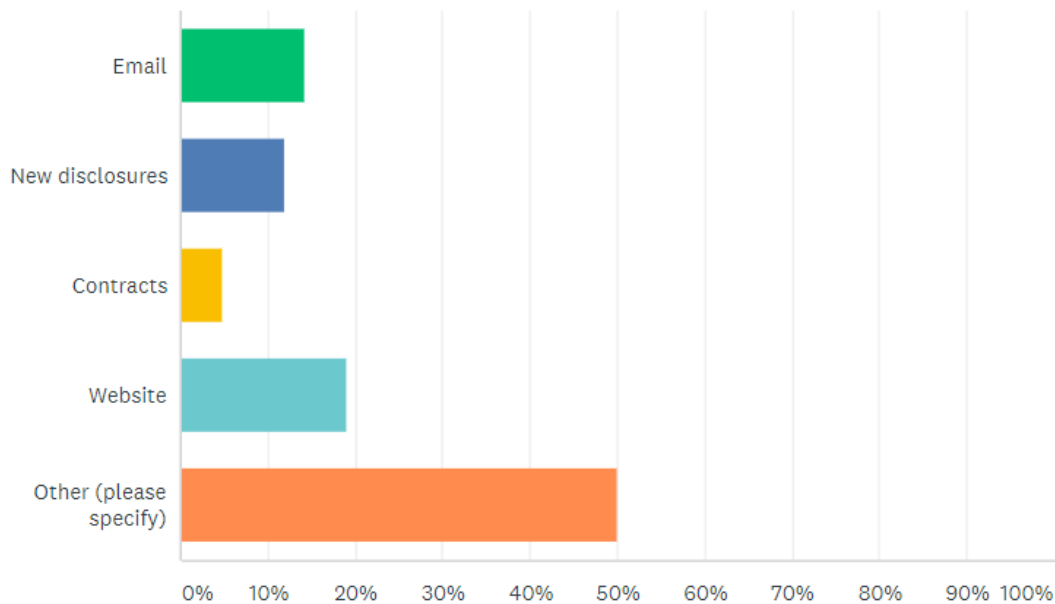


2. Are you monitoring your mobile deposit endorsements by certain dollar amounts?
 - a. Less than \$500 – 67.5%
 - b. Between \$500 and \$2,500 – 22.5%
 - c. Greater than \$2,500 – 5%
 - d. We are not monitoring deposits – 5%
 - e. No answer – 5%



3. How will you educate your account holder on endorsing mobile deposits?

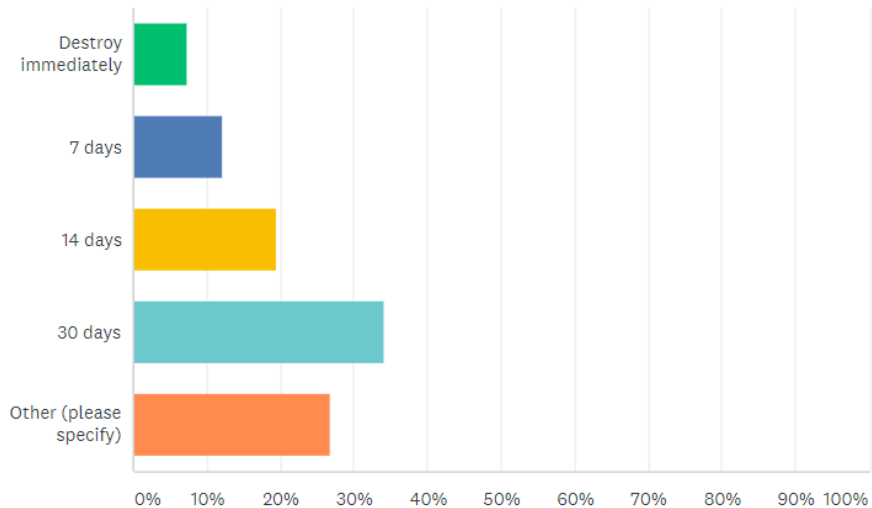
- a. Email – 14.29%
- b. New disclosures – 11.9%
- c. Contracts – 4.76%
- d. Website – 19.05%
- e. Other – 50% (All or combination of above; Unsure; etc.)



4. How long are you requiring your account holder for retaining the original item?

- a. Destroy immediately – 7.32%

- b. 7 days – 12.2%
- c. 14 days – 19.51%
- d. 30 days – 34.15%
- e. Other – 26.83% (Different number of days; Destroy once deposit is processed or confirmation is received)



5. What will your institution do if your account holders do not comply with the new endorsement requirement?

- a. Warning letter – 15.79%
- b. Phone call – 50%
- c. Remove the service from the account holder – 23.68%
- d. Software will require the language – 10.53%
- e. No answer – 10.53%

