



Dear Remote Check Deposit Customer,

At Eastern Bank, we strive to build lasting relationships and provide support to help you manage your business finances more easily and securely. As part of this commitment, we are sharing the following safety tips and best practices to ensure your protection when using Eastern Remote Check Deposit:

### **Security Tips**

- Keep your computer system and applications updated with the latest virus protection including updates/patches.
- Develop internal controls to prevent and detect unauthorized access and duplicate presentation of items.
- Implement security procedures, such as dual control, segregation of duties, user access rights, transaction monitoring, and physical protection of scanning equipment.
- Monitor users to ensure appropriate access and remove inactive users promptly.
- Ensure your checks are endorsed and stored securely for 14 days after they are scanned.
- Designate a retention period for scanned paper checks and handle destruction of paper checks in a consistent manner.

### **Best Practices**

- Understand the cut-off time for processing deposits. The daily cut-off time is 8 pm ET.
- Review each check you plan to deposit and be sure it is in good order, with a readable ABA number and account number.
- Ensure an alternate plan is in place to deposit checks when Remote Check Deposit is unavailable.
- Train, supervise and audit employees using Remote Check Deposit to ensure proper use.
- Review bank statements and notices and report any deposit errors to the bank promptly and within 30 days
- Use suggested bank-certified vendors for scanner hardware, perform regular maintenance and periodically update and replace equipment for optimum performance.
- Verify deposits have been transmitted to the bank.
- Understand the terms and conditions that govern your use of Remote Check Deposit at Eastern Bank as well as any applicable federal, state, and local laws and regulations.

If you need a copy of the terms and conditions, please call our Business Services Team at 1-800-333-8000, Monday – Friday 8:00 a.m. to 6:00 p.m.

Thank you for banking with Eastern Bank.