
Important Information About Remote Deposit Capture

It is a pleasure to welcome you to Eastern Bank. To ensure a smooth transition and help prepare you, we have included a list of important dates and some general information about our Remote Deposit Capture (RDC) service. Please note that use of this service is governed by the terms and conditions in our *Eastern Bank Cash Management Services Agreement*. You can cancel this service at any time without penalty by contacting the Business Service Team at **800-333-8000** or by visiting a local branch on or after **November 15, 2021**. We encourage you to maintain these materials for easy reference.

IMPORTANT DATES

EARLY OCTOBER - NOVEMBER 15, 2021

Within the first couple of weeks of October, representatives from our vendor, Deluxe, will begin contacting you to schedule a training and installation session for our Remote Deposit Capture service.

NOVEMBER 12, 2021 AT 4 PM

Cutoff date and time for the last deposit file to be transmitted using your Century Remote Deposit Capture service.

NOVEMBER 15, 2021

Access to Eastern Bank Remote Deposit Capture (RDC) begins.

IMPORTANT REMOTE DEPOSIT CAPTURE INFORMATION

REMOTE DEPOSIT CAPTURE

Eastern Bank partners with Deluxe to provide RDC services to our business customers. Customer support, including technical assistance with scanners, is handled by Deluxe Financial Systems on behalf of Eastern Bank. Should you need support with your RDC service, such as assistance with a scanner, assistance creating or submitting a deposit, or any type of RDC technical support, please call Deluxe at **866-711-0566**. For any changes to the service or accounts, please call Eastern Bank at **800-333-8000**.

LOGIN CREDENTIALS

Login credentials will be provided to you by a Deluxe representative during your training and installation session.

ADMIN & USER ADMINISTRATION

Deluxe has been provided with a primary contact for your company's Eastern Bank RDC. This primary contact person will be designated as the RDC Admin and will be set up during the instructor lead training session. The Admin will be assigned administrative privileges to create other users, reset passwords, as well as scan and submit checks.



IMPORTANT REMOTE DEPOSIT CAPTURE INFORMATION (CONTINUED)

TRAINING

A training session will be conducted by Deluxe during your scanner installation session. Additional training can be requested by contacting Deluxe Financial Systems at **866-711-0566**. Online training is also available inside the RDC application.

SCANNING

Image quality validation is done at the time of scanning. Items that do not pass the image quality tests will not be eligible for deposit via RDC. In addition, if there are any other readability or balance differences, you will be prompted to make corrections and adjustments.

SCANNERS

Many scanner brands are compatible with the Eastern RDC product. Customers who currently have an incompatible scanner will receive a replacement scanner compliments of Eastern Bank.

CUTOFF TIMES

For same day deposits, files must be transmitted by 8 PM ET, Monday – Friday.

HISTORY

History from Century Bank RDC will not be converted. You may want to print and save any important deposit history. Deposit history with Eastern Bank will begin to accumulate with your first deposit on or after **November 15, 2021** and will remain on the system for a rolling sixty (60) days.

EMAIL NOTIFICATION

Email Deposit Notifications will not be available. Once you process and transmit your deposit, it will be accepted by the bank and will post to your account. You can verify the status of your deposit in RDC. You can also view the deposit on the following business day via Eastern Treasury.

EDITING DEPOSITS

Once a deposit is transmitted to Eastern, it cannot be modified. Any deposit adjustments will be processed the following business day.

