



Commercial & Business Banking Business Desktop Remote Deposit Guide

Welcome

Thank you for choosing SELCO Community Credit Union for your business banking needs. This guide provides everything you need to get started using the Desktop Remote Deposit Capture (bRDC) feature in business banking, from installing the scanner to submitting a deposit—and everything in between. To navigate to specific instructions, click a topic or feature in the Table of Contents.

Questions?

If you have additional questions, call us at **541-744-7787**. We're available Monday through Friday from **8:00am-5:00pm** and always happy to help.

Welcome Depositing checks is simple - Use your high speed check scanner to deposit a batch of checks How it works Image: I
How it works
Select an Account 2 3 Confirm Deposit Select an Account E E E Confirm Deposit Start A New Deposit Start A New Deposit E E E E Your session will expire after 15 minutes of inactivity. Don't worry, we will let you know if it is about to expire and give you an opportunity to extend your session. E E
Start A New Deposit Vour session will expire after 15 minutes of inactivity. Don't worry, we will let you know if it is about to expire and give you an opportunity to extend your session.

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Setting up Your System

Before scanning checks a compatible scanner and driver need to be installed.

System Requirements and Supported Scanner Models

You will need to equip your system with the correct driver or certificate before you can scan checks. This will ensure that your check scanner can access the application.

For an optimal experience we recommend that you use a high-speed internet connection. In addition, the following components are required for working with the application.

For the PC:

- Local administrative rights
- USB 2.0 or higher

- .Net[®] Framework 4.8 or higher for Microsoft[®] Windows[®]
- Windows 10 and 11: Microsoft Edge®, Google Chrome or Mozilla Firefox

Note: The current version of Chrome and its two previous versions are supported.

The following Scanners support this application's features:

Scanner	Model Supported
Panini®	Vison X™ Series
	I:Deal®
Digital Check®	TellerScan® 240 Series
	Chexpress® Series
Cannon	ImageFormula CR-L1
	imageFormula CR-120
	imageFormula CR-150
Epson®	CaptureOne TM-S1000 Series

Installing Device Control

Device Control is a separate, executable program that is downloaded through the browser and run on the desktop. Device Control will need to be installed before you can begin making deposits.

Before starting the process ensure that the scanner is disconnected from your computer's USB port.

1. Log into your SELCO Digital Banking account from a compatible desktop browser. From the accounts main dashboard page click on the **Deposit Checks** option. This will open the deposit checks single sign on (SSO) welcome page in a new tab.

SELCO COMMUNITY CEDIT UNDO							
Q What are you looking for?	View my Accounts	Make a Transfer	Pay my Bills	Account Reports	Manage Users	Send Wires	Deposit Checks

2. Click **Settings** (gear icon) in the top-right corner of the welcome page.

(<u>SELCO</u>)				Deposit	History	Settings	Logout	() Help
	Depositing checks is sir	Welcome mple - Use your high speed check scanne checks.	r to deposit a batch of			_		
		How it works						
	1 Select an Account	2 Scan Checks	3 Confirm Deposit					
	Vour session will expire a is about to exp	Start A New Deposit fter 15 minutes of inactivity. Don't worry, ire and give you an opportunity to extend	we will let you know if it I your session.					

3. In the *Scanner Settings section*, ensure that **Device Control** is enabled.

SELCO
Settings
General
Show Tutorial After Login
Deposit Settings
Scanner Settings
Your financial institution has enabled the Scanner Device Control . Open the Deposit page for setup or changes.
Accessibility
Prefers reduced motion
Custom Background Color
Custom Foreground Color

4. Click on **Deposit** on the same menu bar.

(SELCO) Inductive data table	Deposit History	C Settings	[→ Logout	(2) Help
Settings				
General				
Show Tutorial After Login				
Deposit Settings				
Scanner Settings				
Your financial institution has enabled the Scanner Device Control . Open the Deposit page for setup or changes.				
Accessibility				
Prefers reduced motion				
Custom Background Color				
Custom Foreground Color Reset				
Cancel Save Changes				

5. The **SELCO Business Remote Deposit Capture Agreement** page opens. Scroll to the bottom of the page and click **Accept**.

SELCO		Deposit	History	Settings	⊡ Logout	() Help
	SELCO Business Remote Deposit Capture Agreement By signing this SELCO Business Remote Deposit Capture Agreement ("Agreement"), and any time you access or use the SELCO Business Remote Deposit Capture Service ("Business RDC"), you are agreeing to be bound by the following terms and conditions.					
	Please also refer to your SELCO Digital Banking Agreement, which applies to all aspects of, and all products and Services offered within, SELCO Digital Banking. This Agreement is a "Service Agreement" as defined in the SELCO Digital Banking Agreement. Terms used but not otherwise defined in this Agreement shall have the meaning ascribed to those terms in the SELCO Digital Banking Agreement.					
	Please read this Agreement carefully in its entirety before accessing or using Business RDC. If you do not wish to be bound by these terms and conditions, you may not access or use Business RDC. We invite you to print or save a copy of this Agreement and retain it for your records.					
	I. Definitions					
	1. "Check" has the meaning given to it under federal Regulation CC.					
	"item" has the meaning given to it under Article 4 of the Oregon Commercial Code. The term does not include a payment for ACH or wire transfers.					
	3. "Remotely Created Check" has the meaning given to it under federal Regulation CC.					
	4. "Substitute Check" has the meaning given to it under federal Regulation CC.					
	Cancel Accept					

6. A *Getting Started* page appears. Click on **Download Device Control**.

SELCO		Deposit History	Settings Logout Help
	Destring started with a check scanner. The ary modern browser with your check scanner. Download and install our latest Dwide Control app to pair your scanner.		Help Srgs to make a depail * Depailing checks has nevel been depailing checks has nevel been (a) Very your sonner is (b) Very your sonner is (c) Very your sonner is (c) Ledy your tokes according to (c) Ledy your decease from the (c) Ledy your decease from the (c) Complete gour decease from the (c) Complete gour decease (c) Comple
	Download Device Control Already installed Device Control?		Eurodis Availability Decoast Limits Questions?

7. The Device Control application will download to the downloads folder on your computer. Double-click the completely downloaded file to begin running the Device Control installer.

↔ α ()	x D = = ±
Start the installation Open the downloaded file and follow the prompts to install. This page will update with more instructions after the installation completes.	Recent download history 🛞 EnsentaDeviceControlLauncher 5:30.860 8.27256 (4) exe 12.5 MB - 1 mm/ur go Full download history
Terrer Of Downlash	•
Next Step	
Can't find your downloaded file? Check your downloads folder, or view the download notifications for this browser.	

8. The installation process will take a few minutes to complete. Once completed, the Device Control application launches and appears in the application system tray located on the lower-right corner of your screen.



Downloading and Installing Scanner Drivers

Once device control is successfully installed, the **Add Scanners** page will automatically open. A small window in the bottom-right corner will prompt you to install the appropriate driver for the scanner device.

1. Select the appropriate scanner manufacturer from the **Select Manufacturer** drop-down arrow.

ļ	Choose A Device Ma	nufacturer	x
	Panini 💽	Install	٦
	- Select Manufacturer -		
	Panini		
	Digital Check		
	Canon (CR-L1/CR-50/CR-80)		
	Canon (CR-120/CR-150)	Deal	
	Canon (CR-135i/CR-190i/CR-190i)		
	Canon (CR-25/CR-55)		
	Canon (CR-180)		
	Epson		
	Digital Check SmartSource	10:12 AM	

2. Click the **Supported Models** drop-down arrow to choose the appropriate scanner model.

ib	Choos	e A Device M	an	ufacturer	x
Panini		-	-	Install	
Supp	orted Mod	els			
Visio	n X	-			
I:Dea	al			Vision X'	
Vicio	n X				
VISIO					

- 3. Click Install
- 4. The *Add / Remove Devices* window appears. Choose the scanner you wish to add and then click **Install**.
- 5. The *Install Wizard* appears. Click Next when prompted by the *Install Wizard* to download and scanner driver.

Note: The driver will take several minutes to download.

Add/Remove Device Installers								
e View								
🚯 Add	/Remove Device	es						
Install	b	Banini Tertall Wizard: Welcome						
Manufa			-					
Panini	> welcome	Requirements						
Digital (Program Detection	✓ Please disconnect device from computer						
Canon (Download	Please exit all applications	=					
Canon (Install							
Canon (Complete							
Canon (
Canon (
		< Back Next > Cancel						
		Install Uninstall						
		Uninstall						

Add/Remove Device Installers

þ Add Install	/Remove Devic	Panini Install Wizard: Download X	
Manufa Panini Digital (Canon (Canon (Canon (Canon (Welcome Information Program Detection > Download Install Complete	Downloading Please wait while the device installer is downloading.	
		< Back Next > Cancel Install Uninstall	

6. Once the driver download is complete, click **Next** and follow the prompts on the *Install Wizard* screen to install the driver.

Add/Remove Device Installers

File View							
h Add/R	Remove Device	25					
Install		Panini Install Wizard: Download X					
Manufa Panini Digital (Canon ()	Welcome Information Program Detection Download	Install Ready Press Next Button to start device driver installation.					
Canon (Canon (Canon (Canon (Install Complete	Download Complete	v				
< Back Next > Cancel							
Install							

7. When completed the **Install Done** screen is displayed. Click **Next** to continue.

Add/Remove Device Installers

19 can	(b)	Panini Install Wizard: Installing ×
Manufa Panini Digital	Welcome Information Program Detection	Installing Please wait while the device installer completes. This could take several minutes.
Canon	Download ▶ Install	
Canon I Canon I Canon I	Complete	
		< Back Next > Cancel

Add/Remove	Device Installers		
File View			
f Add	/Remove Devic	es	
Tractall			
Instan	(b)	Panini Install Wizard: Installing X	
Manufa	Welcome	Install Done	<u>^</u>
Digital	Information Program Detection	Press Next Button to continue.	
Canon	Download		=
Canon	(► Install		
Canon	(Complete		
Canon	(
Canon	4		-
		< Back Next > Cancel	
		Install Uninstall	

8. After the *Install Wizard has completed*, connect the scanner to your computer and then click **Finish**. The scanner is now installed.

	Installation Success		
		Welcome Information	Manufa Panini
	Please connect the device now.	Program Detection Download	Digital (Canon (
		Install Complete	Canon (Canon (
			Canon (Canon (

9. Close the Add / Remove Devices window.

Device Control will minimize the application tray and automatically connect to the scanner, enabling you to scan checks.

The message Device Control connected and ready to scan appears in the top-right corner of the screen when Device Control has successfully connected to the scanner. You are now able to deposit checks.



10. A System restart is recommended after the installation has been completed.

Note on changing the scanner: If you change your scanner to a different compatible model, the existing device control and scanner driver will need to be uninstalled on your computer, before the new hardware and drivers are installed.

On a Windows® computer this is done in the 'Apps & Features' section. The following images depict the two features that need to be uninstalled. The driver shown is for the Panini scanner. Please consult your scanner documentation for the name associated with your model.

JHA Device Control:



Ensenta Device Control

36.8 MB 2/29/2024

Scanner:



Panini Universal Installer 4.5.102

2/29/2024

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Depositing Checks

Once the desktop scanner and associated device control (driver) have been installed and configured you can deposit checks by scanning them using the steps described below.

Scanning Checks

1. From the accounts main dashboard page click on the **Deposit Checks** option. This will open the deposit checks single sign on (SSO) in a new tab.

Q What are you looking for? View my Accounts Make a Transfer Pay my Bills Account Reports Manage Users Send Wires Deposit Checks	Click to go back, hold to see history							
	Q. What are you looking for?	View my Accounts	Make a Transfer	Pay my Bills	Account Reports	Manage Users	Send Wires	Deposit Checks

2. Navigate to the new tab and click on Start a New Deposit.

SELCO				Deposit	History	Settings	[→ Logout	() Help
	Depositing checks is si	Welcome mple - Use your high speed check scann checks.	er to deposit a batch of			Help Introduction Deposit check simple steps.	is online in a few	· *
	Select an Account	How it works	3 Confirm Deposit			2 Upload o 3 Confirm System require	check images deposit ements	
		Start A New Deposit	•					
	Your session will expire a is about to exp	fter 15 minutes of inactivity. Don't worry ire and give you an opportunity to exter	, we will let you know if it ad your session.					

3. A connection to the scanner is established and the **Deposit** window opens. All eligible accounts are listed next to **Account.**



Deposit

Not sure what to do next? Visit the help section on the top right for instructions on how to make a deposit and more.

Account	O Business Checking
	Business Membership Savings
Description	test
Quantity	- 1 +
Total	\$1,723.50 You have \$50000.00 left of your \$50000.00 deposit limit.
	Start Scanning

- 4. Select the account into which the deposit is being made.
- 5. Enter a description for the deposit.
- 6. Enter the quantity of checks to be scanned.
- 7. Enter the total amount from all the checks being scanned.
- 8. Click on **Start Scanning** and insert the check(s) into the scanners feed tray.

Submitting the Deposit

1. Once the checks are successfully scanned the deposit screen will show the total amount along with a thumbnail of the check image. Clicking on the thumbnail will open a full-sized image of the scanned check(s).

Note: that the term 'successful' here refers to the checks being read by the scanner. If the checks are jammed in the scanner and cannot be read, please follow documentation from your scanner manufacturer to clear the jam. Once the jam is cleared the check(s) need to be rescanned.

 The deposit window allows for changes to be made if the OCR (Optical Character Recognition) software does not recognize the correct amount. Note that the amounts in the **Total** and OCR field must match, to enable the **Submit** button.

SELCO		Deposit Histo
Deposit Not sure what to do next? Visit the help section on the top right for instructions on how to make a deposit and more.		
Account Business Checking		
Description test		
Quantity - 1 +		
Total S0.03 You have \$50000.00 left of your \$50000.00 deposit limit.		AR 🐧 隆 Ragged
1 - 1 - 0.03 2 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 -		Ŷ
10tal 5 \$0.03	(and	for the charter to be
1 2003	Cancel	scan more unecks Submit

3. Click on **Submit**

Note: You can scan more than one check by clicking on Scan More Checks.

4. In the ensuing **Complete your transaction** pop-up window, click on **Complete Deposit**.



Note that the pop-up box has an **Edit** button to allow you to go back to the deposit section and make changes to the check(s).

5. The **Deposit Submitted** window is shown and you should receive a confirmation email at the email address on file. You will also have the option to send a confirmation email to an additional email address and print the receipt.

Clicking on Make Another Deposit will take you back to the Deposit screen.



Your deposit was submitted.

Receipt		40431072				
Accoun	t	x5108				
Amoun	t	\$0.03				
Deposit	t Time	02/12/202	4			
Transac	tion Type	Deposit				
Numbe	r of checks	1				
Descrip	tion	test				
Next st	teps					
1. <u>Prin</u> 2. Kee 3. Dele	<u>t</u> and file this p the check fo ete any image	receipt with or 60 days, th s from your	the original on then shred/des device immed	check. stroy it. diately.		
Email re	eceipt to					
you@	email.com				Send	
_						
Print	Deposit De	tail Report	Make Anot	her Depos	it	

Fixing errors

If an error is detected in the check being deposited it could be flagged before the item is accepted.

In the following example, the check is missing the front and back endorsements and is flagged as such.



To fix this error the check will need to be endorsed and re-scanned.

Some errors cannot be fixed, and the check will be rejected and needs to be replaced. For e.g. the following screenshot depicts an example of a check being deposited that the system detected as having been previously deposited.

SELECO	Deposit	Histor
Deposit Not sure what to do next? Visit the help section on the top right for instructions on how to make a deposit and more.		
Account Business Membership Savings Description wf_test_sub_user Quantity - 1 +		
Total \$4.99 You have \$11.51 left of your \$20.00 deposit limit.	Ali 1 🕈 Flag	gged 1
S4.00 (Check Rejected) Check appears to have been deposited earlier	<u>Vi</u>	iew Info

Checks may be rejected for the following reasons:

- Depositing a check that has previously been deposited.
- Exceeding your daily, weekly or monthly deposit limits.

Troubleshooting

Device Control Status Indicators

The color of the Device Control Icon indicates the application status.

• Green indicates that Device Control is online.



• Blue indicates that Device Control is attempting to connect to the scanner.



• Yellow indicates that Device Control is connected to the scanner and ready to scan.



• Red indicates that there is a device error. An error message will appear on your desktop with instructions to remedy the issue.



Connection Issues

When the scanner is disconnected you will see the following messages.

Follow the warning message instructions, ensure that the power and USB cables are securely connected and then click **Reconnect**.

The scanner should reconnect with Device Control

Enabling Device Control Options

In cases where the scanner is connected but still not being detected by the application, the 'Launch on Startup' option could be disabled. This is enabled as follows:

1. From the system tray on your computer click on the 'Device Control' icon. The image below shows this icon.

2. In the pop up that displays click on **Options** and enable all three options displayed. A check mark next to the options indicates they are enabled.



3. Restart your computer.

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Deposit History and Reports

Viewing Deposit History

To access check deposit history, click on **History** in the SSO windows main ribbon bar.



The deposit history page defaults to the **All Transaction**s tab this will detail the status of every deposit in a tabular form. The history page also contains other pertinent information such as receipt and quantity. You can view deposit history for up to 6 months.

SELCO COMMUNITY CELDIT UNION							S Deposit	Histor
				All Transactions	Reports		Download <u>C</u>	sv.
Date +	Receipt	Amount	<u>Channel</u>	Username	<u>Status</u>	Quantity		
02/14/2024	40451230	1.09	Remote Deposit		Submitted	1	Report	>
02/13/2024	40441206	0.07	Remote Deposit		Submitted	1	Report	>
02/13/2024	40441205	0.08	Remote Deposit		Approved	1	Report	
02/12/2024	40431072	0.03	Remote Deposit		Submitted	1	Report	
02/09/2024	4040975	50,000.00	Remote Deposit		Submitted	1	Report	>

The entire history report can be downloaded as a '.csv' file by clicking on the 'Download CSV' button.

Deposit History Statuses

The following table outlines the various status messages you may see.

Status	Explanation
Submitted	This is the status when a check is accepted, and a confirmation receipt is generated.
Approved	This indicates that the check was approved by SELCO and you should see your account credited within 24-48 hours. For a multi check batch, when all items in the batch are approved, the status will show as approved and individual
Rejected	This indicates that the check was rejected during SELCO's review. The reject reason is not shown in the history screen. However, you will get an email explaining the reason for the rejection
Split	This status indicates that a batch deposit was made and some item(s) in the batch were rejected

The detail(s) of the check(s) in question can be viewed by clicking the arrow next to the report button on the history page.

The following screenshot shows an expanded detail of the **Split** status. As shown, three of the four deposits were approved while one was rejected.

02/09/2024	40401027	1,234.01 Remote Deposit	Split		4 Report 🗸	
	40401027	\$1,232.00	Remote Deposit	Approved	1/4	٩
		\$2.00		Approved	2/4	٩
		\$0.73		Rejected	3/4	٩
		\$0.01		Approved	4/4	٩

Accessing Reports

There are three different types of reports about your deposits that are available to view.

These can be accessed by clicking on the **Reports** tab in the deposit history screen.

	All Transacti	ons Reports
[Download a report	
Choose a time period and	download any of the following repo	rts as an Excel file. Data is
avai	lable to download for the last 180 da	ays.
Teday		
Today		•
\sim	-	
1~		
Deposit Summary	Check Detail	Check Detail
		(whith images)
Download Report	Download Report	Download Report
· · · ·		

Each report type can be customized for specific time periods by using the selections in the dropdown shown.

Download a report

Choose a time period and download any of the following reports as an Excel file. Data is available to download for the last 180 days.



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Confirmation Email & Examples

- Notifications are sent to your email on file with SELCO.
- The "from" email address is RDC-noreply@selco.org and replies to this address are not monitored.
- Details in the email will indicate the status of the check(s) and a confirmation number will be included.

Deposit Submitted – Single Item

You will get this message when SELCO has received your deposit and is in the process of reviewing it. This does not mean that check has been accepted or your account credited. The subject line for this email will read "Your remote deposit is pending". The email will contain a receipt number, check number and amount along with other information.

Your remote deposit is pending



RDC-noreply@selco.org



Your remote deposit was received and is pending approval. Deposits are typically reviewed within one business day. Once approved, the deposit will be posted to your SELCO Community CU account (please review your account history in digital banking to confirm). Make sure to keep your check for at least 45 days before destroying it.

DEPOSIT ST	ATUS	
Receipt: 40451230		
Account: x5108		
Total Amount \$1.09	:	
Transaction I February 14, 2	Date: 2024 9:50 A	M PT
# of Checks: 1		
Description: test		
ltem # Cl	heck #	Amount
1 01	27	\$1.09
Please log in t	o digital ba	nking for a complete list of your approved and pending deposits.

You received this message because you recently submitted a remote deposit. This is an automated notification-do not reply to this email. If you have questions about your deposit, please send a secure message in digital banking or call 800-445-4483. A SELCO Community CU representative will be happy to help.

Deposit Submitted – Multiple Items

Your re	emote depo	osit is pending	3																	
RN RDC-noreply@selco.org												٢	← Re	ply	(6) Reply	y All	\rightarrow Fo	Fri 2/	1	 02 PM
																			, 202101	
You don't often get email from rdc-noreply@selco.org. Learn why this is important																				
Your remo SELCO Co it.	ote deposit wa ommunity CU	as received and i l account (please	is pending a e review you	approval ur accou	l. Depos unt histo	sits are f ory in dig	typically gital ban	reviewe king to e	ed within confirm)	n one bu). Make s	isiness o sure to k	day. O keep y	ince app our che	provec ck for	d, the d at leas	epos t 45 c	it will b lays be	e post fore de	ed to y estroyir	our ng
DEPOSI	T STATUS																			
Receipt: 40401027																				
Account: x4014																				
Total Am \$1,234.74	ount:																			
Transacti February	on Date: 09, 2024 3:02	PM PT																		
# of Chec 4	ks:																			
Descripti	on:																			
test multi	ple																			
Item #	Check #	Amount	•																	
1	0112	\$1,232.00																		
2	0114	\$2.00																		
3	0113	\$0.73																		
4	0115	\$0.01																		
Please log	g in to digital b	panking for a com	nplete list c	of your ap	pproved	d and pe	ending d	eposits.												
Voureagi	Var en al la della manager ha avenue canadi, esta de ante de ante de astronate de astronate de astronat, te this amail 16 var have aventedes a have																			

You received this message because you recently submitted a remote deposit. This is an automated notification-do not reply to this email. If you have questions about your deposit, please send a secure message in digital banking or call 800-445-4483. A SELCO Community CU representative will be happy to help.

For a multi-check deposit, the email will contain the total number of checks deposited and item detail for each check in addition to a receipt number.

Deposit Amount Adjusted

You will get this email when SELCO has adjusted the dollar amount of a deposit, after review.

Your remote deposit was adjusted and posted										
RN RDC-noreply@selco.org	$ \textcircled{\begin{tinted} \hline \hline$									
You don't often get email from rdc-noreply@selco.org. Learn why this is important										
Your remote deposit was approved and posted to your SELCO Community CU account. Please note the adjusted deposit amount below. Funds availability follows SELCO Community CU???s check deposit hold policies. Make sure to keep your check for at least 45 days before destroying it.										
DEPOSIT STATUS										
Receipt: 4038700										
Check Number: 0103	Check Number: 0103									
Account: x5014										
Original Amount: \$0.03										
Adjusted Amount: \$0.05										
Transaction Date: February 07, 2024 11:28 AM PT										
Approved Date: February 07, 2024 3:03 PM PT										
Please log in to digital banking for a complete list of your pending and approved deposits.										

You received this message because you recently submitted a remote deposit. This is an automated notification-do not reply to this email. If you have questions about your deposit, please send a secure message in digital banking or call 800-445-4483. A SELCO Community CU representative will be happy to help. Please do not reply to this email as this is an automated notification and will not be received.

Deposit Rejected

You will get this email when SELCO has rejected a deposit, after review. The message includes transaction details and the reason it was rejected.



You received this message because you recently submitted a remote deposit. This is an automated notification-do not reply to this email. If you have questions about your deposit, please send a secure message in digital banking or call 800-445-4483. A SELCO Community CU representative will be happy to help

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