

DEPOSIT ANYWHERE
MAXA FINANCIAL MEMBER FAQS

Q. What is Deposit Anywhere?

A. Deposit Anywhere is a new feature of our MAXA Financial Mobile App that allows you to deposit cheques by taking a photo of them and submitting them. Anywhere, anytime.

Q. How do I get Deposit Anywhere?

A. Deposit Anywhere is a feature in the MAXA Financial Mobile App, available on Google Play and the App Store.

Q. How do I use Deposit Anywhere?

A. Depositing a cheque with Deposit Anywhere is easy. Open up MAXA Financial Mobile App, tap “Deposit”, select the account you’d like the funds deposited to, enter the amount, take a photo of the front and back of the cheque, confirm the details and tap “Confirm”. The funds will then be deposited securely into your account.

Q. Are there any fees for using Deposit Anywhere?

A. Deposit Anywhere is free.

Q. What types of cheques can I deposit?

A. You can deposit cheques payable in Canadian dollars and drawn at any Canadian financial institution. They must be payable to, and endorsed by, the payee.

Q. How will I know if there is an issue with my deposit after I submit the cheque?

A. In the rare circumstance that there is an issue with the deposit after you receive confirmation during the deposit, you will be contacted by us.

Q. Do I have to mail in the cheques afterwards?

A. No. Once you have submitted the cheques using Deposit Anywhere, you do not need to send the cheques to the branch.

Q. What should I do with my paper cheques afterwards?

A. Write "Deposited" and the date of deposit on the cheque, destroy the cheque within 90 days.

Q. What happens if I enter the wrong amount by mistake?

A. Sometimes mistakes happen. Don't worry, we double-check everything to ensure the right amount is deposited quickly and securely into your account. If you do have any questions about the cheques you submit, you can call our Teleservice team at 1-866-366-MAXA.

Q. Can I use the funds right away?

A. Similar to deposits at an ATM or in the branch, there are often holds on the item and the funds may require time to clear, holds can be in place up to 5 business days.

Q. Is depositing cheques with a mobile phone safe?

A. Yes. As a feature of our mobile banking app, Deposit Anywhere meets the same high standards as our mobile and online banking services.