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Shaping the Future of Payments

Remote Deposit Capture Sample Policies

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Introduction

This Remote Deposit Capture (RDC) Policy documents established policies related to RDC processing.

It is the responsibility of senior management, under the direction of the Board of Directors (or appropriate subcommittee so designated by the board), to approve, maintain, update as necessary, and enforce the policies outlined in this document in the ongoing operations of the Financial Institution. Further, senior management is responsible for ensuring that appropriate documented procedures related to the implementation of various policies are maintained and updated as necessary.

General Remote Deposit Capture Policies

Role of Remote Deposit Capture (RDC) Within the Organization

1. In our organization, RDC will be utilized to support the following strategic goals:

   Institution specific content.

2. We have a process to monitor the success of the program for both consumer and corporate services based on the following criteria:

   a. **Revenue**
   b. **Adoption rates**
   c. **Customer/Member retention**

Complete this section based on any specific strategic goals your bank may have related to RDC processing.

Include your specific criteria for each of these areas.

Risk Assessment

3. An RDC risk assessment will be conducted and updated at least annually, or when new procedures, risks, or changes are made to the service. Existing policies, procedures, and controls effectively address all aspects of our institution's RDC activities. This assessment will include controls our institution uses to mitigate risk and evaluate the risk parameters established by the board of directors. The results of the risk assessment will be reported to the board of directors or designated substitute body.

4. The board of directors of management will periodically review performance and risk management reports on the implementation and ongoing operations of RDC systems and services.

As per FFIEC RDC Risk Guidance (Page 2)

Data Security

5. Our organization implements state-of-the-art data security techniques and stays abreast of new data security techniques and their applicability to the RDC service to ensure a high level of quality and reliability.

6. All information related to an RDC transaction shall either be encrypted or transmitted via a secure session that utilizes commercially reasonable measures to protect the security of the Institution's systems and the integrity of the Institution's electronic information.

7. Our organization has implemented and periodically reviews and updates commercially reasonable mechanisms, including online customer/member authentication techniques, designed to prevent, detect, and mitigate risk associated with corporate and consumer account takeover.

8. Our organization has implemented controls to protect the confidentiality and integrity and unauthorized use of our accountholder's confidential information.