

REVERSE POSITIVE PAY FREQUENTLY ASKED QUESTIONS

Who can use Reverse Positive Pay?

Reverse Positive Pay is for businesses only.

How can I get Reverse Positive Pay for my business?

Contact a Relationship Banker that will assist you in completing an agreement and will review what the process will look like.

How quickly will I be set up?

You will be set up 24 hours after your agreement has been signed and processed.

How do I return a fraudulent check?

Securely email FraudOps@Itascabank.com with 'Check Fraud' in the subject with the following:

- the check number
- check amount
- last 4 digits of your account number
- the reason for the return (counterfeit, altered, etc.)

Can I return a check when it is pending in my account?

Yes, you can send an email to FraudOps@Itascabank.com to return a check while the check is still in a pending status.

I've returned a check via email, but it still posted to my account. What do I do?

You don't have to do anything. Once the check is posted it will be returned, and you will see a credit posted to your account.

When will I receive the check report?

Your check report is sent to you 24 hours before you see the checks in your online banking. These checks will show as 'pending' in your online banking on the day you receive the report. The next business day after you receive your report the check items will appear in your online banking as a posted transaction and will no longer be pending.

How long do I have to return a check after I receive the report?

You have 24 hours from the date you received the report to return the item. You will receive the report at 11AM and will have until 11AM of the next business day to inform Itasca Bank of any fraudulent checks that need to be returned.

What happens if I miss the 24 hour deadline?

It is vital that you view your daily report. If you do not inform Itasca Bank to return the fraudulent check within the timeframe, you may be liable for any losses.