

Remote Deposit Technical Support Service Contacts for clients of



RDC Technical Support

Toll Free: (844) 734-6304
Fax: (678) 375-5235

Hours of Support Availability

Monday – Friday:
8 AM to 9 PM Eastern
Closed Weekends and Federal Holidays

Remote Deposit Technical Support and Signature Bank are your primary support contacts for your Remote Deposit / Source Capture service. See below for specific examples of when to contact Remote Deposit Technical Support and when to contact the Signature Bank Team.

Contact Remote Deposit Technical Support when you:

- Need assistance in resetting passwords
- Have questions about or need assistance with making check deposits
- Have questions about reports available in the Source Capture system
- Are unable to make a Deposit within your Online Banking system, such as the check deposit system is down, but other parts of Online Banking are functioning
- Receive error messages while attempting to scan an item
- Need replacement guides, such as a User Guide
- Have general questions about system availability, maintenance windows, daily check processing, etc.

Contact the Signature Bank Team when you:

- Are unable to log into the Online Banking application
- Have not yet been setup as a Remote Capture user by Signature Bank
- Have issues making deposits above your daily or per item limits
- Have issues or questions on your account that are not related to making a check deposit, such as account balance, transaction history, when deposits are credited to your account, etc.
- Have questions about bank specific information, such as balance requirements, transaction limitations, branch locations and hours, etc.

What do I need when contacting RDC Technical Support?

When calling RDC Technical Support for assistance, please provide the following information:

- Your name
- Your company's name
- State you are a client of Signature Bank of Georgia
- Your user ID

Representatives may also ask you additional questions to verify your identity prior to performing specific tasks or any providing potentially sensitive information. This is done to protect your account and financial information.