

# Section 4

## Customer Agreement (Commercial)

*When you need experience now!*

Key to effectively managing risk is educating the customer of their obligations. RDC extends the banking relationship, but at the same time, the RDC activity of scanning (imaging) checks at the customer location and subsequently transmitting a file to the institution for deposit processing occurs outside of the financial institution. Scanning the deposit document, safe keeping and the appropriate destruction of the documents, all of these activities occur outside of the institution's control and purview. The customer agreement defines and details the responsibilities of both parties (the customer and the institution) and outlines the expectations, operating criteria and consequences for non-compliance. The customer agreement, in the same context of the application, threads the entire process together in conjunction with the organization policy and risk mitigation program.