

YOU CAN HELP FIGHT

FINANCIAL EXPLOITATION!



Here are a few tips that you can put into action right away...



When Interacting
With A Customer

Ask yourself:

- Does this transaction match the customer's typical patterns?
- Is the transaction amount irregular?
- Does the transaction make sense?
- Are there any account notes for this customer? (if applicable)
- Have there been any irregular recent changes in the account profile?
- Is there a new person in the customer's life?
- Would you question this transaction if it involved your grandparent or parent? Is there something about this situation or transaction that just seems "off," or not quite right, even if you can't put your finger on it at the moment?



If you see or hear something that raises concerns, let someone know.



Afraid to ask your customer tough questions?

Here are some easy ways to ask questions:

- "That's more cash than you usually take out. Do you have something fun planned?"
- "I noticed this is the first wire you've sent. Are you buying something exciting?"
- "This transaction seems out of pattern for you, do you mind giving more information?"
- "How well do you know the person you are sending this money to?"
- "I see you came in with a friend today, I've never met them before! How do you know each other?"
- "You won the lottery? That's exciting! Where did you find the winning ticket?"
- "I'm here to help. I just need a little more information from you."
- "I have a few concerns about this transaction. Can I ask you a few questions about it?"