

YOU CAN HELP FIGHT

# FINANCIAL EXPLOITATION!



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



When Interacting  
With A Client

### Ask yourself:

- Does this transaction match the client's typical patterns?
- Is the transaction amount irregular?
- Does the transaction make sense?
- Are there any alerts or notes for this client? (if applicable)
- Have there been any recent changes in the account profile?
- Is there a new person in the client'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 client 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 unusual for you, do you mind giving me 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?"
- "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?"