

MEMORANDUM

To: Subscribers to *Model Teller Training Manual*

From: Sheshunoff Information Services

Subject: Highlights

Enclosed is your latest update to *Model Teller Training Manual*.

Please pay particular attention to new information in this update entitled *Interagency Final Rule Regarding Identity Theft Red Flags and Address Discrepancies*. The mandatory compliance date for rules and guidelines is November 1, 2008. At that time, training programs must meet the stated requirement for reasonable policies and procedures. The Loss Prevention Reference Index section of your manual segregates related subjects that could be used for training guidelines and examples for updating your current programs. We think you will find the index helpful as you add strength to your programs. There is no question about the expected scrutiny of the regulators after November 1, 2008. Other information relates to both identity theft and various regulatory updates.

- In **Chapter 1, Role of the Professional Teller**, the article *Conduct and Ethics: Differences and Importance of Both* emphasizes the need for serious understanding of each subject.
- **Chapter 3, Checks and Check Handling**, contains *FinCEN Analyzes Courtesy Check Fraud Trends*, which is becoming a growing problem.
- We have included in **Chapter 4, Transaction Processing and Inquiries**, the new *U.S. Savings Bond Purchase Limit*.
- **Chapter 5, Introduction to Banking Regulations**, gives you the new issue of *SAR Activity Review — By the Numbers*; *Interagency Final Rule Regarding Identity Theft Red Flags and Address Discrepancies*; and also the new *Direct Express Debit Card for Social Security Recipients*.
- **Chapter 6, Audit Guidelines and Checklist**, reminds you that *Password Protection is Important* and includes an ever-increasing list of types of perpetrators in *It Takes a Robber to Catch a Robber*; *ABA Warns About New Deposit Fraud*; *Watch Out for Hoods in Hood*; *Money Stolen While You Wait*; *Go-Go Club Bank Fraud*; *It Can't Happen, But It Almost Did*; *Fun and Games Not Funny, No Game*; *Heighten Awareness of Potential Bookkeeper Fraud*; *New Scam Trend Targets Troops*; *Cash Advance Scam*; *Bankrupt Banker Tries Kickback Scheme*; and *Phishing Attacks Increasing*.
- In **Chapter 7, Customer Service**, we place an emphasis on good service with *Customers Want Respect*; *Trust and Credibility*; and *Consumer Tips to Avoid Debit Card Fraud*.