

# Sheshunoff™

Dear Valued Customer,

This update of *Branch Security Reference and Training Manual* contains the latest information to train your staff on your institution's security procedures. Specifically, this update discusses the following topics:

- *FBI crime statistics.* Chapter 1 has been updated with the crime statistics provided by the FBI. FBI bank robbery data show that from January 1 through December 31, 2008, there were 6,700 robberies, 121 burglaries, and 28 larcenies.
- *Violent crimes.* According to a report by the FBI, in 2008, there were 6,031 robberies, including 46 armored carrier attacks resulting in 115 injuries and 19 deaths, of which 16 were the robbers. See Chapter 4 for a discussion regarding the prevention and response to burglaries.
- *Mortgage loan fraud.* According to FinCEN, the first two quarters of 2008 reiterated the continued upward trend of mortgage loan fraud. Mortgage loan fraud SAR reports increased by approximately 40 percent compared to the corresponding six-month reporting period in 2007. See Chapter 5.
- *FBI and Secret Service field offices.* Exhibits 7.3 and 7.4 have been updated with the most current contact information for these field offices in all 50 states.
- *Internet fraud.* During the year 2008, IC3 received 275,284 complaint submissions, a 33 percent increase over the previous year. The total dollar loss linked to online fraud was \$265 million, about \$25 million more than 2007. See Chapter 9 for more about EFT fraud.
- *Training program.* The training program has been updated with the latest information to help the security officer plan and conduct meaningful training sessions.

Our goal is to make *Branch Security Desk Reference* your go-to source for security and security training material. If you have any suggestions regarding this manual, please let us know! You can e-mail me directly at [diane.calmes@sheshunoff.com](mailto:diane.calmes@sheshunoff.com). You can also call our customer service representatives at 1-800-456-2340 if you have any questions regarding any of our products.

Sincerely,

Diane L. Calmes  
Editor