

MEMORANDUM

To: Our Valued Customers
From: Sheshunoff Information Services
Subject: Highlights

Enclosed is the second 2007 edition of *Bankwide Sales Training Program*.

This edition includes new and revised material on the following topics:

- *Identity theft prevention.* A new topic has been added to Modules 6, 9, 10, and 11 to provide training for bank personnel to help deter identity theft. The module also includes a new attachment with information regarding what steps can be taken to prevent identity theft as well as information to give to customers if they think that they are victims of identity theft.
- *FTC's ID theft booklets.* A new section has been added behind the Customer Communications tab that includes booklets released by the Federal Trade Commission. Bank personnel can help customers recover from identity theft by directing them to the FTC's Web site and providing them with these booklets.