

## **How to Use This Manual**

*Self-Paced Security and Fraud Training* is for both security officers and frontline staff. The manual offers training on two subject areas: bank security and check fraud. At the end of the manual are final exams to test a student's knowledge.

### **SECURITY**

The Bank Protection Act of 1968 requires that bank staff receive training on security measures each year. Though some in the financial industry assume that crimes at banks are in decline, the opposite is true. Robberies, for example, have skyrocketed since 1998. As a result, liabilities for the banks are growing because of these security breaches. Injury to staff, customers, and bank assets create major losses to an institution. *Self-Paced Security and Fraud Training* provides an easy to read training format that bank staff can use to become acquainted with security needs.

Chapters 1, 2, and 3 of the training manual cover the following:

- Complying with the Bank Protection Act
- Designating a security officer
- Developing a security training program
- Responsibilities of a security officer
- Responsibilities of bank staff

### **FRAUD**

With tens of millions of dollars lost in liabilities by financial institutions each year due to check fraud schemes, banks must protect themselves. Financial institutions need to improve their ability to detect schemes and minimize liabilities when fraud occurs. A bank's ability to demonstrate sound practices is a key to minimizing its own liability. *Self-Paced Security and Fraud Training* approaches training for check fraud detection at fundamental and advanced levels.

Chapters 4 and 5 of the training manual cover the following:

- Recognizing popular check fraud schemes
- Identifying check indorsements and recognize various types of indorsements
- Detecting forged drawer's signatures and forged indorsements
- Recognizing altered checks and counterfeit checks
- Avoiding liability for a forged drawer's signature

In each testing chapter, we interrupt the text periodically with a section review, block of questions to answer. We provide the answers at the end of the block of questions. Do not look at the correct choices until you have answered the questions. If you incorrectly answer, go back and review the material until you understand why you were mistaken. Consult your supervisor if you need additional help. Do not continue until you feel confident that you have mastered the given portion of the text. Last, each testing chapter has an examination.

Because this course is self-paced, relax and cover the material at a speed you find comfortable. Take the time to learn the material well before proceeding.

Be sure to follow these guidelines:

- Use the book during uninterrupted time. Set aside regular periods for your self-paced study.
- Schedule this time with your supervisor.
- Read the material carefully.
- Take time to consider what you are reading.
- Take notes as necessary. Underline or highlight significant passages in each chapter. This will be useful to you later as quick reference, especially after you complete the course.
- Meet periodically with your supervisor or another appropriate person to review the material and learn how it applies specifically to your bank's operations. Major variations are

explained in the text, and discussing these with your supervisor will help ensure that the procedures required for your situation are followed.

- Keep your completed *Self-Paced Security and Fraud Training for Banks* manual as your own professional reference book.

We will provide updates to this training manual to keep it current.

### **Sheshunoff Certification Program**

With your purchase of the *Self-Paced Security and Fraud Training for Banks*, you become eligible to receive a personalized Sheshunoff Certificate of Completion. This certification is a reflection of the individual's knowledge of the practical business application and regulatory compliance rules governing security and fraud for banks.

After reading the manual, you may request a copy of the final examination. This final test will be graded by a member of the Sheshunoff Certification Board, and when it is determined by your answers that you have achieved a level of competency, you will be awarded a Certification of Completion suitable for framing.

#### *General Information*

Only individuals registered in the program (main subscriber or additional registered students<sup>\*</sup>) are eligible to be certified.

Registration for the main subscriber may be transferred only if the main subscriber has not already taken the final examination. The main subscriber to the book automatically becomes a registered student in the program. There is a fee for additional registered students who are not main subscribers.

You should read each course one lesson at a time. At the end of each lesson, there is a lesson review. Questions in the lesson review should be answered before proceeding to the next lesson. At the end of each course, there is a course examination. You should complete these exams and compare your answers with those that are provided. Once you have completed both the course

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\* Additional students do not receive the program book or updates but are allowed to receive certification.

exams in this manual, you can request the final examination by e-mailing [certification@sheshunoff.com](mailto:certification@sheshunoff.com) or calling Customer Service, toll free, at 1-800-456-2340.

You must score 70 percent or higher on the final examination. The exam is self-administered in your institution. Instructions will be sent to your proctor (senior officer who administers your exam) along with an electronic copy of the exam.

After successfully completing the final exam, students receive a certificate. Certification is for two years from the date of certification. After your initial certification expires, you must receive recertification. Sheshunoff provides course materials for the recertification examination as part of the main subscriber's annual fee.

Sheshunoff reserves the right to modify the program's exam requirements and related fees at any time.

### **To Request a Module Exam**

Call Sheshunoff Customer Service at 1-800-456-2340. Request the exam directly from Customer Service, or ask to speak with a representative for the Self-Paced Security and Fraud Training.

If you prefer, you may send an e-mail request to [certification@sheshunoff.com](mailto:certification@sheshunoff.com). Be sure to put "Self-Paced Security and Fraud Training" in the subject line. Please include the following information in your e-mail request:

- Main subscriber/student's full name
- Name and e-mail address of senior officer who will act as your proctor
- Contact information for your institution (name, mailing address, telephone number)
- Sheshunoff account number

## INSTRUCTIONS FOR EXAM

### Exam Rules

The final exam is governed by the rules below. Failure to adhere to the rules will result in your disqualification from the certification program.

- The exam is the property of Sheshunoff Information Services, Inc. It may only be stored, and retransmitted, in whole or in part, by the proctor.
- You must certify that you took the test in accordance with the exam instructions. A senior officer in your institution must proctor your exam and certify your compliance with the exam requirements.
- Only the registered student may take the test. Another person may not take the test for the registered student.
- You may not reproduce the test and related materials.
- After you receive the exam from your proctor, you have 75 minutes to return the completed exam to him or her.
- After you send your completed exam, your proctor will forward your exam to [certification@sheshunoff.com](mailto:certification@sheshunoff.com). To receive certification, you must score 70 percent or higher on the exam.
- Note that a student has two opportunities to pass the exam. After the second, unsuccessful attempt, the student must wait one year from the date of the second failed test before retesting.
- If the test taker is not a subscriber to this program, there will be a registration fee for each additional student, *if and only if* the primary subscription is current and the test taker is at the same physical location as the primary subscriber. If the institution has students at more than one location, there must be a primary subscriber at each location.

### **Taking the Test**

- Answer each question by clicking on the box next to your answer choice. A checkmark should appear in the box of your answer choice. If you do not answer a question, we will count it as incorrect. For questions with more than one correct answer, click on each correct answer. The maximum test score you may receive is 100 percent. All questions are worth an equal number of points.
- This is a closed-book test. You may not refer to other individuals or outside reference materials for answers or information while taking the test.
- No later than 75 minutes after the test is received, the test taker must e-mail the exam back to the proctor. The proctor then sends the Word document to [certification@sheshunoff.com](mailto:certification@sheshunoff.com) for grading.

**Sample Self-Paced Security and Fraud Training Certificate**

*This is to certify that*

**John B. Banker  
of First Bank of Banking**

*has successfully completed the*

**Self-Paced Security and Fraud Training**

*Ina Shadr*  
PROGRAM ADMINISTRATOR

October 31, 2008  
DATE

