

MEMORANDUM

To: Subscribers to *Self-Paced Security and Fraud Training for Credit Unions*

From: Sheshunoff Information Services

Subject: Highlights

Enclosed is your latest update to your *Self-Paced Security and Fraud Training for Credit Unions* manual.

This update contains information on the following topics:

- *Phishing scam.* An example of a phishing scam uses a bogus e-mail scam purportedly from the Better Business Bureau is directed to a company's top executive. The e-mail attempts to lure the recipient into clicking on a link that will take them a web site where software is downloaded onto their computer that can copy keystrokes to seek out sensitive financial information. This scam is discussed in updated Chapter 1.
- *Identity Theft Red Flag Rule.* The banking regulatory agencies issued the final rule and guidelines on identity theft "red flags" rule implementing sections 114 and 315 of the Fair and Accurate Credit Transactions Act of 2003. The final rule requires that financial institutions and creditors implement a written identity theft prevention program. Highlights of the rule are discussed in Chapter 1.
- *Procedures to detect forged indorsements.* Chapter 4 has been updated with steps that should be taken in order to reduce the likelihood of taking a check that bears a forged indorsement.
- *Technological developments in detecting and deterring forged indorsements.* Chapter 4 has been updated with a discussion regarding devices that are employed to provide more precise personal identification of an indorser.
- *Telephone Records and Privacy Protection Act of 2006.* An updated section in Chapter 1 discusses how this act criminalizes pretexting.
- *Pandemic Influenza Preparedness, Response, and Recovery Guide.* The Department of Homeland Security (DHS) has published this guide for business owner-operators and their contingency planners to enhance pandemic planning. A revised section in Chapter 2 discusses the guide and its usefulness to bank management.
- *Indicators of weapons of mass destruction.* An updated section of Chapter 2 discusses potential indicators of weapons of mass destruction (WMD) threats or incidents.
- *Contingency planning.* The continued operation and well-being of each banking institution requires that bank management and branch managers are mindful of potential catastrophes and capable of implementing effective plans to minimize the disruption of normal operations. A new section at the end of Chapter 3 discusses the National Threat Advisory System and security planning in response to terrorist attacks.

If you have questions, or would like information on an additional Sheshunoff product, please call 1-800-456-2340, or visit our web site at www.sheshunoff.com.

Incorporating this material into your *Self-Paced Security and Fraud Training for Credit Unions* manual ensures that it remains the definitive source on which to rely for information to keep your training programs up-to-date. Please file this material according to the instructions below.

FILING INSTRUCTIONS

- Remove 7/07 title page through page xxii. Insert 6/08 title page through xxii.

Tab: Planning the Training: Getting Started

- Remove old Chapter 1, pages 1-i through 1-18. Insert updated Chapter 1, pages 1-i through 1-20.

Tab: Security Officer Training

- Remove old pages 2-i and 2-ii. Insert updated pages 2-i through 2-iv.
- Remove old pages 2-25 through 2-44. Insert updated pages 2-25 through 2-48.

Tab: Credit Union Staff Training

- Remove old pages 3-i through 3-iv. Insert updated pages 3-i through 3-iv.
- Remove old pages 3-17 and 3-18. Insert updated pages 3-17 through 3-18b.
- Remove old pages 3-41 and 3-42. Insert updated pages 3-41 through 3-44.

Tab: Check Fraud Detection Training: Fundamentals

- Remove old Chapter 4, pages 4-i through 4-30. Insert updated Chapter 4, pages 4-i through 4-38.