



GENERAL BULLETIN

CONNECTICUT
BANKERS
ASSOCIATION
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SENT TO:

2010 – 51

March 24, 2010

TO THE CHIEF EXECUTIVE OFFICER
OR INDIVIDUAL ADDRESSED

CEO, CEO+, COO, CRO,
Branch Admin., Retail,
Security & Training Specialists

RE: CBA Video Webcast -- Two-Part Series: Robbery Prevention Response & Aftermath

Robbery response training can save lives and this two-part video webcast will help you develop an effective robbery prevention, response and aftermath program and train all your staff. Banks must provide initial and continuing robbery training for ALL employees. This two-part series will help you:

- Meet regulatory training requirements and educate everyone about the different types of robberies and effective response techniques
- Conduct an initial and continuing robbery risk assessment
- Identify employees that should receive different levels of training
- Identify policies, procedures and training techniques that should be retained, modified or eliminated
- Make recommendations that enhance safety
- Gain support from the board, department managers and staff
- Protect the institution and trainer in the event of a legal action

You will receive the original workbook texts in Word and companion PowerPoint slides that you may adapt to your training needs.

PART I – ROBBERY TRAINING FOR MANAGERS & EXECUTIVES - WEDNESDAY, APRIL 21, 2010

SEMINAR HIGHLIGHTS:

Managers may have to make critical decisions that staff are either unprepared or unauthorized to make. This session will help you design and implement a standardized, institution-wide robbery prevention and response program. Highlights include:

- Determining vulnerabilities
- Developing a robbery prevention checklist
- The difference between business and personal crimes
- Your robbery response plan
- Robbery prevention and response strategies
- Robbery aftermath considerations and procedures
- Sample robbery procedures for staff and management

AUDIENCE

Security officers, directors, auditors, HR managers, trainers, and compliance officers. **CE Applied:** 2.5 hours towards the CRCM/CFSSP designations with the Institute of Certified Bankers, an affiliate of the American Bankers Association.

PART II – ROBBERY TRAINING FOR ALL STAFF – THE SAFECATCH MODEL- WEDNESDAY, APRIL 28, 2010

SEMINAR HIGHLIGHTS:

The **SAFECATCH Bank Robbery Suppression & Apprehension Program**, developed and promoted by the Seattle WA Office of the FBI, meets the need for a more effective robbery training program. During development, the FBI

researched bank robberies from 1996 through 2006. Studies revealed that violent crimes did not occur when robbers posing as customers were treated like customers. And there are no reported instances since then. As a result, there is no confrontation aspect within the program. Suggested strategies provide potential robbers with an excuse to leave the bank unobstructed. The "SAFE" prong is a preventive measure. The "CATCH" prong partners employees with law enforcement. Together, they create an environment that safely empowers staff to make a positive difference regarding robberies. Highlights include:

- Brief history of SAFECATCH, including statistics
- The acronyms and how to use them, including: Scan, Alert, Friendly, Exit (SAFE) and Call, Action, Tactical, Cash, Help (CATCH)
- Special considerations

AUDIENCE

All bank personnel. **CE Applied:** 2.5 hours towards the CRCM/CFSSP/CBT/CCSR/CPB designations with the Institute of Certified Bankers, an affiliate of the American Bankers Association.

SPEAKER

Dana Turner, Security Education Systems

WHAT IS A VIDEO WEBCAST?

A video webcast is an online seminar that features audio, video and a PowerPoint presentation streamed in real time to your computer. **Speakers and an Internet connection are required.** You may communicate with the speaker during the live webcast by email. Each session consists of 90 minutes instruction and 30 minutes live Q&A. Your webcast registration provides one connection to the program, materials and access to the On-Demand Webcast for 30 days following the event. You may have unlimited listeners on your connection by PC. You will receive materials and instructions prior to the program. If you do not receive a confirmation at least 2 days prior to the event, contact 888-262-7701.

The **On-Demand Webcast** is a webcast that has been recorded and streamed to your computer to watch at your convenience. It may be viewed anytime 24/7. Anyone at your branch may access the program from a computer using the link provided. When you purchase an On-Demand Webcast, you have unlimited access to the program for 6 months from date of purchase.

Transmission, retransmission or republishing of the seminar is prohibited. Your registration entitles you to one connection at one location with permission to copy materials for participants. Complete one registration per location.

REGISTRATION INFORMATION

Registrations are requested to be submitted three days prior to the date of the web seminar. On-line registrations can be made at <http://www.bankersed.com/CTBANKERS/>. For all other registrations, please complete the attached registration form and send directly to Bankers Ed in advance of the program. Fee information for this program is listed on the registration form. **Payment is expected at the time of registration unless other arrangements are made prior to the event with the CBA.**

Late Registration: Registrations are accepted until the program starts. To ensure timely delivery of materials, etc., please register online when registering **two working days prior** to the broadcast (credit cards, e-checks and invoices accepted). If you would like assistance with online registration, contact 888-262-7701.

Please do not hesitate to contact either Kathy Parks or me if you have any questions about this web seminar.

Very truly yours,

LINDSEY R. PINKHAM
Senior Vice President & Secretary

CBA VIDEO WEBCAST

TWO PART SERIES: ROBBERY PREVENTION & AFTERMATH

Part I: Wednesday, April 21, 2010

2:30 p.m. - 4:30 p.m. (EST)

Part II: Wednesday, April 28, 2010

2:30 p.m. - 4:30 p.m. (EST)

REGISTER (Each registration entitles you to one connection at one location where an unlimited number of listeners may participate):

Name _____ Title _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ E-mail _____

THREE WAYS TO REGISTER FOR CBA WEB SEMINARS:

Prior to April 14th (Part I) and April 21st (Part II)

Mail: Complete this form, include payment and mail it to: Bankers Ed: 5700 S. Mopac, #C310,
Austin, TX 78749

Anytime Prior to the Program

On-line: Register on-line at <http://www.bankersed.com/CTBANKERS/>

Phone: Call 888-262-7701 with credit card information

CBA VIDEO WEBCAST – PART I – ROBBERY TRAINING FOR MANAGERS & EXECUTIVES

Wednesday, April 21, 2010 - (Seminar code: SW2-1022)

Webcast/Materials (live hookup) \$255 member \$510 non-member

*On-Demand Webcast/Materials \$275 member \$550 non-member

CBA VIDEO WEBCAST -- PART II – ROBBERY TRAINING FOR ALL STAFF – THE SAFECATCH MODEL

Wednesday, April 28, 2010 - (Seminar code: SW2-1271)

Webcast/Materials (live hookup) \$255 member \$510 non-member

*On-Demand Web Seminar/Materials \$275 member \$550 non-member

***Unlimited online access to a copy of the webcast for 6 months from purchase date**

METHOD OF PAYMENT (check one):

Check made payable to: Bankers Ed

Discover Card

MasterCard

Visa

AMEX

Card Number _____

Exp. Date _____

Security Code (3 or 4 digits on back of card) _____

Signature _____

Amount \$ _____

For registration questions, please contact Bankers Ed customer support at 888-262-7701 or Kathy Parks at the Connecticut Bankers Association parks@ctbank.com or 860-677-5060.

*****Registrations must be sent to Bankers Ed*****