



TELLER ESSENTIALS FOR LOSS & ERROR PREVENTION

Imperial, Missouri

Tuesday, March 16, 2010 6:30 - 9:30 PM

Tellers are the first line of defense against fraud. This program will give your tellers some tools to fight the war on fraud. They will learn how to spot red flags, learn some techniques to look for suspicious items, and learn how to put it into practice.

PROGRAM HIGHLIGHTS...

- Learn how tellers can be the first defense against fraud.
- Increase awareness of types of losses so that you can help your bank reduce them.
- Learn techniques for identifying fraudulent identification, checks, and endorsements.
- Practice techniques for responding to customer questions/objections.
 - I. What contributes to "non-credit" losses and why they are increasing
 - II. Tellers are the first line of defense
 - III. Check Fraud
 - IV. Identification
 - V. Universal Commercial Code and Negotiable Instruments
 - VI. Robbery
 - VII. What to say to customers

SEMINAR PRESENTER: Barbara Crockett, with a background in training and development, has designed and delivered programs in operations, HR, organizational behavior, and management. She brings 20 plus years of experience in Retail Banking and Operations to focus on practical applications of concepts and principles. She is currently on the faculty of Maryville University, Webster University and CFT Central States.

Here's what attendees say about the Teller Essentials seminar: "She made the seminar very interesting..." "Not boring - the time flew by!" "...I thought I knew how to look at checks, but the "z" pattern was awesome and will be used everyday..." "she was very knowledgeable and well-prepared" "...easy ways for tellers to prevent loss"

Interested in other CFT programs?
www.cftacs.org

800-795-5242 x9003

TELLER ESSENTIALS

Tuesday, March 16, 2010 6:30 - 9:30 PM

Eagle Bank & Operations Center,

903 Jeffco Executive Drive, Imperial, Missouri 63052

Tuition: \$95 .25 CFT credit

WHO SHOULD ATTEND:

Tellers, New Accounts Representatives, Customer Service Representatives, Personal Bankers, operations personnel

CENTER FOR FINANCIAL TRAINING

720 Olive, Suite 440, St. Louis, MO 63101-2300
800-795-5242 x 9003 www.cftacs.org

TO REGISTER: FAX COMPLETED FORM TO 860-823-1410

Name SSN - last 4 digits

Email Address

Organization Name Cost Center

Organization Address Mail Stop

Organization City, State, Zip

Phone Number Fax Number

MC VISA CHECK BILL EMPLOYER

Card Number Exp. Date

Cardholder Name Phone Number

Approving Manager or Cardholder Signature Phone Number
By signing this form, I accept responsibility for all monies due to CFT and agree to CFT registration policies on www.cftacs.org

Billing Contact Name

Email Address

Billing Address, City, State, Zip