

Facts You Should Know[®]

Ideal for display in branch brochure racks, the brochures in this series clearly and succinctly explain various security-related banking facts your customers should know.

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UPDATED! Facts You Should Know About Counterfeit Cashier's Checks

Do your customers understand the risk of loss associated with counterfeit cashier's checks? As part of a fraud scheme, many people receive cashier's checks that appear legitimate but are counterfeit. Do your customers know that they are responsible for any checks or cash they deposit that turns out to be counterfeit? This brochure outlines the customer's responsibility, common scams involving counterfeit cashier's checks, and what your customers can do to protect themselves. Updated in 2010 with a Do's and Don'ts table to help customers avoid counterfeit cashier's checks.



UPDATED! Facts You Should Know About Identity Theft

This brochure deals with a many-sided and insidious crime that can impact any of your customers at any time. Peoples' lives literally have been ruined because their identities were stolen. This pamphlet provides common-sense tips on how customers can protect themselves against being victimized. Anyone reading this pamphlet and using its cautionary advice can virtually eliminate the threat of identity theft. Get this pamphlet and its tips into the hands of each of your account holders. Updated in 2009 with FACT Act information.



UPDATED! Facts You Should Know About The Bank Customer Identification Program

The USA PATRIOT Act requires banks to implement stringent identification requirements. Even for long-time customers you must obtain and verify formal identification. Some may find these requirements intrusive. This brochure will satisfy the Act's notice requirements, explain to your customers why banks must request this information, and provide front-line personnel a convenient way to answer customer questions. Updated in 2010 with information about new account opening procedures.



Facts You Should Know About the Check 21 Act

Depositors are confused by the changes necessitated by the Check 21 Act. This brochure provides answers to common questions like:

- What is Check 21?
- What is a substitute check?
- Can I still get my original checks returned with my statement?
- What are my rights regarding substitute checks?
- What happens if there's an error?



Facts You Should Know About Credit and Debit Cards

Not all plastic cards work the same. This brochure explains the features and functions of debit and credit cards and your customer's rights when there are errors. Do's and don'ts help customers understand how to take simple steps to protect their accounts from today's most common crimes involving plastic cards.



Facts You Should Know About Personal Safety and Security

By virtue of being an account holder at your bank, each of your customers is a potential target of con artists and other criminals. This pamphlet contains valuable security tips relative to crimes to which your customers could fall victim. Providing this pamphlet to your customers by placing them in your lobby or using them as statement stuffers can help protect your customers from crime. They can also become a valuable defense tool if your institution is named in a security lawsuit resulting from crimes such as a customer attack in your parking lot or at an ATM. It is common for legislation mandating ATM security measures to require financial institutions to furnish their customers with basic safety precautions they should employ when using ATMs. The pamphlet also contains security tips for check fraud, pigeon drop schemes, credit card fraud, bank examiner schemes and bank parking lot security.



Facts You Should Know About Currency Transaction Reports Cosas Que Debe Saber Sobre los Informes y Registros de Transacciones en Efectivo Requeridas por Las Leyes Federales (Spanish)

Many customers do not know that financial institutions must report cash transactions in excess of \$10,000 and are required to maintain records for the cash purchase of certain negotiable instruments in the range of \$3,000 to \$10,000. This brochure, updated regularly over the years, has been used by thousands of financial institutions since 1985 to explain these and related requirements. Their primary purpose is to minimize the potential liability that may result from employees innocently making statements that could be construed as "assisting" customers in structuring transactions. Place these brochures at your customer service counters or have them readily available for your tellers to give customers when CTR questions arise.



Facts You Should Know About Phishing

Criminals are constantly improving their methods of stealing your personal financial information through fraudulent e-mails and Web sites designed to appear as though they represented legitimate businesses, financial institutions and even government agencies. This criminal activity is known as "phishing." Criminals are literally fishing for your personal information to put money in their pockets. This brochure will educate your customers on these scams, provide suggestions on how to avoid becoming a victim, and provide information on steps to take should they become a phishing victim.



Facts You Should Know About Currency Transaction Reports and FinCEN Notice to Customers: A CTR Reference Guide

Your institution may provide to customers the "Notice to Customers: A CTR Reference Guide," to explain the bank's large currency transaction reporting requirements and help answer questions from customers who are not familiar with the bank's BSA obligations. As an alternate, you may provide our traditional Facts You Should Know[®] pamphlet, the pamphlet that educates and protects your employees from exposure or allegations of "assisting" customers in structuring cash transactions and protects them from confrontations with customers, or you may provide both.





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	PB206404	The Customer Identification Program — Facts You Should Know (pkg of 100)	\$
	PS409402	Counterfeit Cashier's Checks and Your Risk of Loss If You Deposit Them — Facts You Should Know (pkg of 100)	\$
	PS407402	Personal Safety and Security — Facts You Should Know (pkg of 100)	\$
	PS408402	Credit and Debit Cards — Facts You Should Know (pkg of 100)	\$
	PB406402	The Check 21 Act - What Is It and How Will It Affect Your Checking Account?— Facts You Should Know (pkg of 100)	\$
	PS405402	Phishing: Avoid Becoming a Victim — Facts You Should Know (pkg of 100)	\$
	PB206402	Currency Transaction Reports and Cash Purchases of Negotiable Instruments — Facts You Should Know (pkg of 100)	\$
	PB306402	Currency Transaction Reports and Cash Purchases of Negotiable Instruments — Facts You Should Know (Spanish) (pkg of 100)	\$
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