

MEMORANDUM

To: *Operations Practices and Procedures* Subscriber
From: AlexInformation
Subject: Current Update

Due to the global recession, tellers must take extra care to identify fraud in all of its forms. People who might have never committed a crime may now feel like they have no other choice. In this update to *Operations Practices and Procedures*, Chapter 8 and 15 have updated with material regarding identity theft and detecting different types of frauds.

Chapter 8, Identity Fraud, has been updated with the latest from the federal banking regulators regarding identity theft red flags and address discrepancies. The chapter now also includes an overview of the Red Flags Rule, which became mandatory November 2008.

Chapter 15, Teller Operations, has been updated with an exhibit that can be used to train tellers about different kinds of fraud, including the following:

- Kiting
- Split deposits
- E-mail fraud and account hijacking

Our goal at AlexInformation is to keep you current on key developments that can affect your performance. Periodic updating is integral to this objective.

Please contact an AlexInformation Customer Service Representative at (800) 945-6597, or e-mail client.services@alexinformation.com if you have questions or comments.