



## ON-SITE RESPONSE

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What does the front line bank employee do when confronted with a situation involving senior financial exploitation? This is where good training and a protocol pays off.

The enclosed video illustrates three scenarios and possible responses:

### **Situation**

1. Senior withdraws large amounts of money to “purchase” lottery winnings.
2. Two suspicious men attempt to get senior to withdraw large amount of cash.
3. Grandson wants to establish joint account without senior being present.

### **Response**

1. Teller questions senior then contacts supervisor. Supervisor contacts the authorities.
2. Teller questions senior then contacts supervisor. Supervisor asks senior to speak with her alone. Teller takes photo of perpetrators and notes date/time. Police notified.
3. With nod from Security Officer, teller allows grandson to take signature card home to customer.



## REPORTING

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Banks may choose to establish a written reporting protocol. The protocol may include the following:

1. When the teller has a concern, whom & when should they tell?
2. Who will make the report to the state/local agencies?
3. What is the role of the bank's Security Officer?
4. What information should be gathered and provided to the state/local agency?  
(Ex: Names, account numbers, dates, times)

**NOTE:** The bank staff does not need "proof" that senior financial exploitation is occurring. Suspicion, not proof, is adequate. It is the job of adult protection services and/or law enforcement to determine if exploitation is occurring.



## OTHER WAYS BANKS CAN HELP

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- Sensitize employees to abuse so that they recognize and report it.
- Develop and distribute educational materials alerting customers to scams and how to recognize the potential for exploitation.
- Conduct senior seminars or other presentations on senior exploitation.
- Generate media attention highlighting financial exploitation.
- Stay apprised of current trends in financial abuse and techniques for stopping it.
- Train customer service specialists in techniques for interviewing older customers.
- Offer older customers safe alternatives with banking services designed to meet their specific needs.
- Conduct regularly scheduled visits and limited banking services at places convenient to older people, including senior centers and housing providers.
- Take a proactive approach to developing new procedures and product lines, including:
  - Mechanisms for detecting unusual account activity
  - Alerts on accounts
  - Procedures for verifying suspicious transactions
  - Protected accounts for seniors