



Robbery Awareness

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Disclaimer

This course provides a basic overview of “Robbery Awareness,” and is not legal advice. There is no warranty, expressed or implied, in connection with making this handout available.



Lights on inside branch because cleaning people are working! 2 AM

OFFICE

TOURNEY



Two Second Rule



Red Flags: Notice Vehicles and People



Notice

- Cars
- Trucks
- People

Red Flags: Noting Unusual Events or People



Asking for directions

Loitering in lobby

Someone walks in
and out

Coin counting
machine

Internet café

Preparation Before a Robbery



Escape Routes

- Bike Paths
- Trails
- Vehicle Exits

Loose Lips Sink Ships!

Social Engineering Staff

1. Restaurants
2. Social occasions at night
3. Dating websites
4. Social media
5. No discussions on policies, procedures, or problems

A Criminal Needs 3 Things

Desire to commit the crime

The ability to commit the crime

The opportunity to commit the crime

Why Were We Robbed?

Robbers select targets based on:

- Inattentiveness of staff
- Shrubbery around doors or building
- Isolation of financial institution
- Ability to escape
- Random factors

Training

Most financial institution robbers are amateurs and have “cased the facility!”

Violence results from resistance and heroism!

Robbers are afraid and nervous

Staff members should have excellent knowledge of alarm system and security equipment

After Notification of a Robbery

Reduce money in all teller drawers

Open curtains

Keep windows clear of posters or signs

Be aware of movement of cash

Watch for suspicious activity

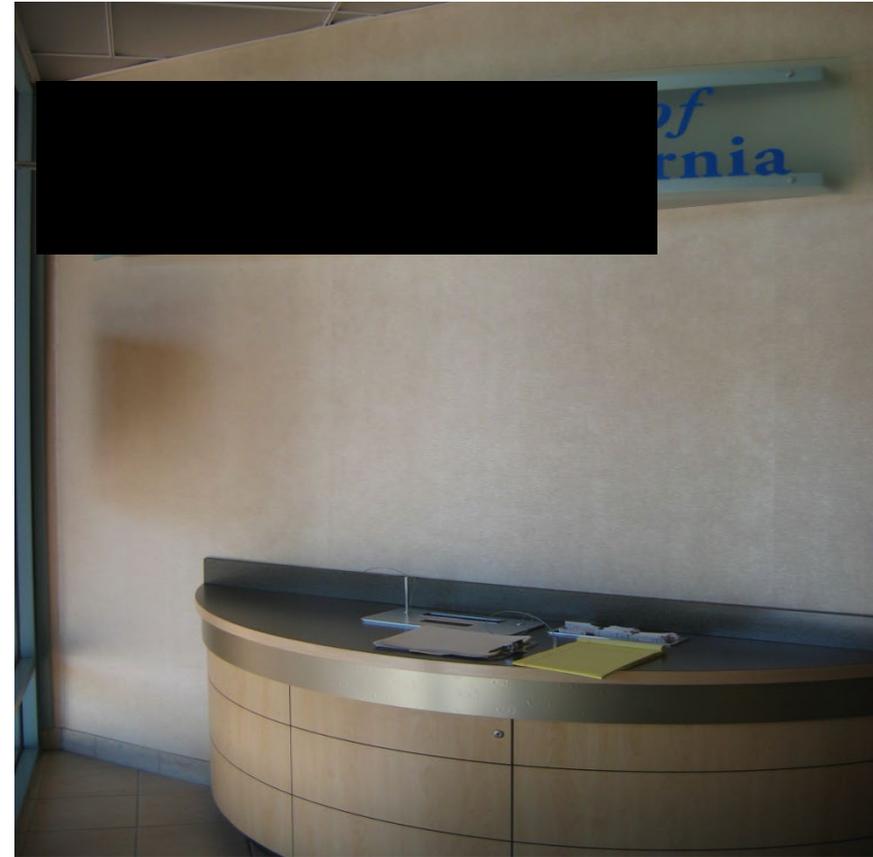
Robbery at Drive Up

Robber places box in window or tube

Robber states he will shoot driver

How would you case your financial institution?

Suggestion: Check Writer Desk



Preparations Internal

Escape route of robbers

Height markers

Robbery packets

Forms

Before the Robbery

What actions could you take that would increase the likelihood of a robbery?

Could you create an impulse robbery?

How could you create an impulse robbery?





Before the Robbery

Marketing/Sales and Security Merge

Friendliness stops or reduces robberies

Camera Locations







Remember

The door used to exit the financial institution

Did they place their hand on the glass

Where did they touch your teller window

The Robbery



ONE WRONG MOVE AND
I'll push the button, (Bomb)
PUT THE MONEY IN THE
BAG



Business Cards are FREE at www.vistaprint.com

Intimidation

Notes

Words

Gun

Bomb

Threatening family

Anything that will make teller give them the money quickly

During A Robbery

1. Take the threat seriously
2. Assume robber is armed
3. Try to remain calm
4. Do what the robber says
5. No sudden movements

During A Robbery

1. Give only money demanded
2. If another employee is being robbed, business as usual
3. Never signal you are being robbed
4. Understand why a robber may count in back of lobby

During the Robbery

Comply with robber(s) demands

Handle requests quickly

Place robbery note with withdrawal slips

During the robbery

Don't lie to the robber answer all questions truthfully

Make no fast or unusual movements

Explain to robber anytime you can't meet their demands

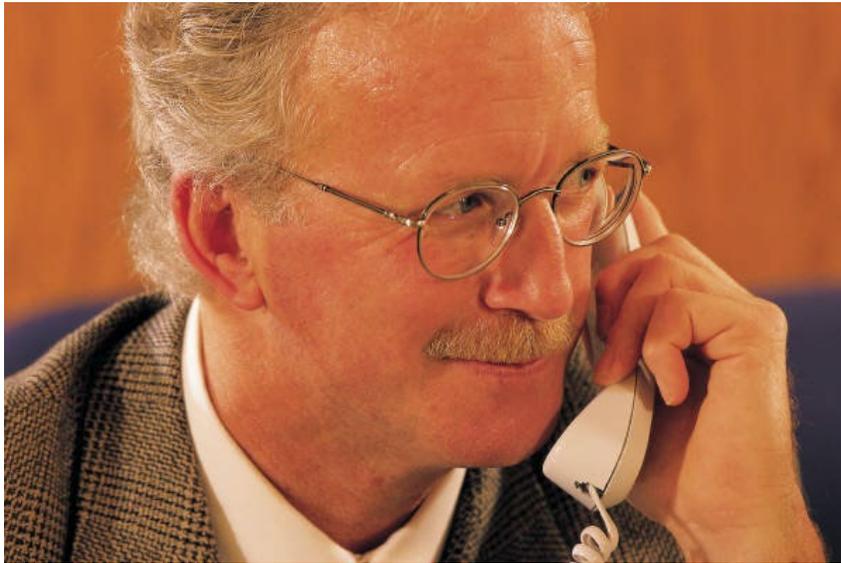
During the Robbery

Robber must control everyone

Look at your lobby

How would you feel trying to control the lobby

Group Robbery



Hang-up the
telephone

Robbers are
hyper vigilant

Robbers Are:

Serial to a financial institution

Serial to a particular area

Seldom professional

More cash they get, the more likely to return

Where Does the Money Go?

Drugs

Debts

Other addictions

During the Robbery

The Note Passing Bandit

The Lone Bandit with a gun

The Group Takeover

During the Robbery

Outside the financial institution

Public may notice the robbery in progress

Public calls the police (Cell phone)

Public reports nuisance situation

During the Robbery
Outside the Financial Institution



**Police may take pre-designated
positions around the institution**

The Exit

Shout: **Lock the door**

Public will be confused not scared

Notifies staff we have been robbed

Quickest way to lock the door

Don't chase the robber

After the Robbery

Follow your financial institutions procedures

Victim Teller Call 911 – stay on telephone

Calling 911



After the Robbery

911 is in contact with the patrol cars

You can relay important information to the 911 operator

After the Robbery

Lock the door

Lock the cash drawers

Give everyone forms to complete

Remove name tags from desks and stations

Don't allow the press access to the facility

After the Robbery

Don't touch areas where robber has been

If people demand to leave take their name and let them go

Let no one in who isn't law enforcement

Remember the Glass Door!



After the Robbery

Don't isolate the victim teller

Allow the victim teller to call home if they want

Have someone stay with the victim teller until law enforcement arrives

Law Enforcement Arrives

Law Enforcement will take control of the building

May make you feel like the crook- Why?

Aftermath: Hey I was robbed

Feelings will be plentiful

Financial Institution should offer counseling to you – [USE IT](#)

Don't talk to the Press

They want the story not interested in you!

Aftermath: Hey I was robbed

Call home and let your family know your ok!

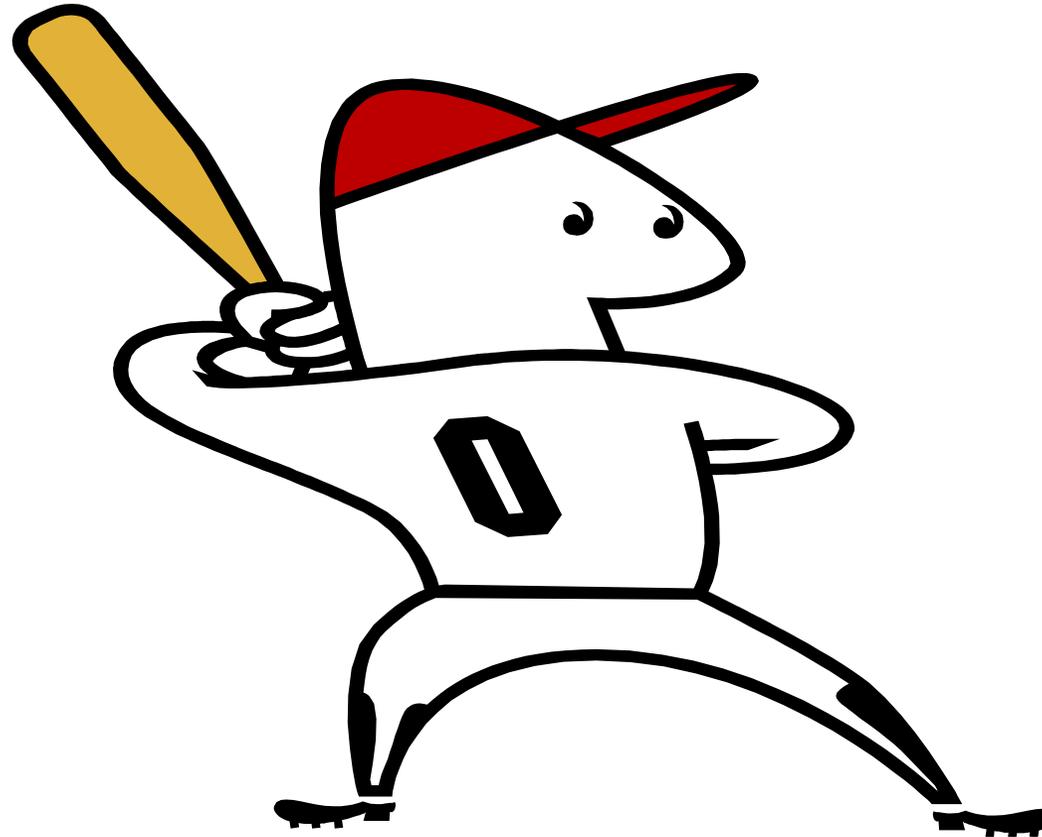
Robbery Question

What is the most common type of robbery?



Note Passing Bandit

Your Turn



Was the robber
“Male” or
“Female?”





Female



Male



Robbery Questions

Did this robber have a gun?

Did this robber have a beard?



Which Person Is The Robber?

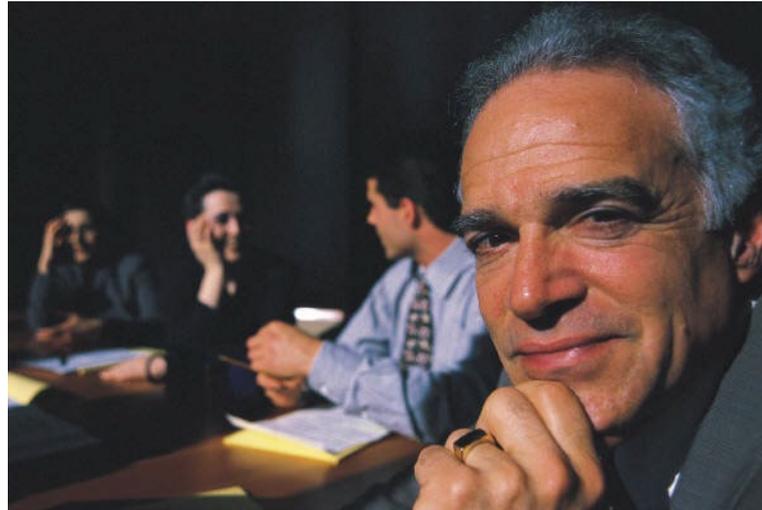
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15 WEST EXIT

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Questions?



For More Information

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