

Security Management Seminar

A One-Day Continuing Education Security Seminar for anyone with responsibilities in bank security, risk management, bank operations or administration, legal counsel and fraud prevention.

Presented by



Louisiana Bankers
ASSOCIATION

and



in cooperation with

Profit Protection, LLC

Today's security professional must be constantly attuned to changes in the financial environment and possible threats to the institution's safety and security, whether from within or without. This includes increasing evidence of financial crimes against banks, their employees, and customers. With new challenges from traditional dangers such as robberies and fraud to new concerns over critical incidents such as bomb threats, suspicious activity and civil disobedience, it is imperative that security professionals embrace the principles of security through education. This interactive, full day seminar will present many of the challenges facing financial institutions in these uncertain times, along with action steps as part of your program to minimize exposure.

Preparing for and Responding to Critical Incidents

- Robbery response for the security officer
- Bomb threat assessment
- Tips for handling suspicious items
- Emergency response strategies
- Types of evacuations
- Executive protection

How to Master Fraud Case Management and Organizational Reporting

- Types of case management systems
- How to create and present fraud reports to senior management and/or the board
- Investigative guidelines
- Interview and interrogation techniques

Interpersonal Communications with Difficult People

- 11 things never to say during a confrontation
- Strip phrases- what they are and how to use them
- The benefits of paraphrasing
- Seven key steps to manage difficult situations

Reducing Fraud Losses Due to ID Theft, Online-Banking, Debit Card, and Elder Fraud

- A review of current industry solutions
- Are your internal controls working?
- Tips on educating your community to recognize ID Theft and other financial fraud schemes
- Understanding elder fraud, how it happens and spotting the red flags
- Who to contact and how to investigate

Each registrant will receive a Certificate of Security Management Training, along with a Comprehensive Workbook and Bonus CD

February 1, 2012

Louisiana Bankers Association
The Bankers Center • 5555 Bankers Avenue
Baton Rouge, LA 70808

Time: 9:00 am - 4:00 pm (Registration 8:45 am)

INSTRUCTORS

Maureen J. Holteen, CFSSP, is associated with NABS/Profit Protection, LLC, and regularly conducts bank security management and financial crime training throughout the US. She is former vice president of KeyBank's Corporate Fraud Investigations group, former director of security and risk management for a regional credit union, and is now an independent bank fraud consultant with 21 years of experience in the financial services industry. She has presented educational programs to banking and law enforcement throughout the United States on her areas of expertise, which include fraud awareness, detection and prevention, critical incident response and preparedness, and ID theft investigations.



Phillips G. Gay, Jr., CAMS, CRCM and CRP, is principal of the National Association for Bank Security/Profit Protection, LLC. He is a frequent speaker at state and national compliance programs, as well as senior advisor to a national compliance training concern. He held senior management positions at a number of community and multi-national banking concerns. Gay has served in an advisory capacity on numerous government and trade association committees (American Bankers Association, Bank Administration Institute, and America's Community Bankers) dealing with regulatory compliance matters. He is a charter recipient of ABA's Certified Regulatory Compliance Manager, BAI's Certified Risk Professional, and ACAM's Certified Anti-money Laundering Specialist designations.

Why You Should Attend This Comprehensive Security Seminar

- **The Best Value in Financial Institution Security Training!**
Each registrant will receive a Certificate of Security Management Training attesting that attendance at this seminar fulfills the obligation of the board of directors to provide continuing education to the security and training officers in their responsibilities under the written security program required by the Bank Protection Act.
- **Training Certificate Attests to Compliance with the Continuing Education Requirement of the Bank Protection Act**
Each registrant will receive a comprehensive workbook designed to be used in conjunction with the seminar sessions. It will include case histories, statistics, presentation outlines, sample procedures and sample training guidelines security and training officers will want to consider. A resource CD containing several hundred pages of documents referenced during the seminar will also be provided.
- **Faculty Accessibility**
Throughout the seminar, our faculty will be available to provide input and additional viewpoints as needed. They will actively participate throughout the seminar and be available to you for one-on-one discussions as well.
- **Timely subject matter chosen by financial institution security professionals.**
- **Broaden your professional knowledge.**
- **Stay abreast of industry standards and regulatory imperatives.**
- **Network with your counterparts at other institutions.**
- **Learn problem solving tips and techniques.**
- **Actively participate in or just observe and listen.**
- **Have NABS and PPL in your corner as an ongoing resource.**

Registration Form

Security Management Seminar — February 1, 2012

Louisiana Bankers Association • The Bankers Center
5555 Bankers Avenue • Baton Rouge, LA 70808

Name

Email Address

1. _____
2. _____
3. _____

Bank _____

Address _____

City / State / Zip _____

Phone _____ Fax _____

Payment Options

Check (Made payable to the Louisiana Bankers Association) Visa MasterCard

Card # _____ Expiration Date _____

Credit Card Billing Address _____

Name on Card (Please Print) _____

Signature _____ Amount to be Charged on Card _____

Check here if this training will be covered under the SBET (Small Business Employee Training Program). We will send necessary documentation for reimbursement.

Cancellation Policy & Registration Deadline

Due to commitments we must make to secure a class, we need your help. If you must cancel your registration, please do so at least 3 business days prior to the seminar date to avoid a \$100 cancellation fee. Any registrant who does not cancel will be billed the full registration fee and sent the manual. Substitutions are welcome at no additional charge.

Registration Fee: \$225, LBA members \$425, nonmembers

Submit registration and view rosters in the Education Section of LBA's website, www.lba.org.

Fax 225/343-3159

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