

BANK

PLAYING IT SAFE

# FINANCIAL INSTITUTIONS

## Keeping Cash and Customers Safe

*Helpful tips for bank employees during a robbery or theft*

Dealing with cash each day creates a significant amount of risk for banks. How you handle cash on the job can reduce the chance for a monetary loss and how you handle a hold-up situation can prevent injury or death.

### Cash Drawers

- Open it only when making a transaction.
- Close the drawer before you turn your attention away to other duties.
- When a customer is making a deposit always count out the money they give you in front of them to verify the amount.
- When a customer is making a withdrawal, count out the money you are giving to them aloud.
- Never leave an open cash drawer unattended.
- Notify your supervisor when you build up excess cash in your drawer and move it to a secure location.
- Never count cash drawers in front of customers. Always count the contents in a secure, private area.
- Always lock the cash drawer and remove the key when it is not in use.
- If the premises will be unattended overnight, empty the cash drawer

and leave it open to deter damage in the event of a break-in.

### Hold-ups

If a robbery occurs while you are at work, remember to do the following:

- Remain as calm as possible. This will go a long way in keeping others around you, and the robber, calm.
- Comply with the robber's instructions.
- Announce your actions to the robber so they are not threatened by your movements.
- Give them any money or goods that they ask for without resistance, but do not offer up other things they have not mentioned.
- Make mental notes about the robber's appearance so you can inform police.
- Never attempt to physically stop an armed robber.
- When the robber leaves, secure the building as soon as it is safely possible.

Do what you can to stay safe during a dangerous situation. Your first priority is making sure everyone on the premises is safe. Try to end the situation as quickly as possible.

Be safe and healthy on the job at **Financial Institutions** with these helpful tips provided by **Milton Carpenter Insurance**.

**Never try to stop a robbery. Money can be replaced, but your life can't.**

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