

Navigating the Top Fifty (50) "Most Important" Safe Deposit Operating Procedures

Improve Your System:

The safe deposit operation is a unique, fast-changing service in the financial industry. It is the only product or service in which members of your staff do not know the value of a consumer's assets. As a result, every vault transaction can lead to considerable liability. Effective procedures and sound daily practices can counteract and minimize this risk. This seminar covers the "nuts and bolts" and the recommended day-to-day operating procedures for your institution.

Dave McGuinn, a nationally recognized expert in the safe deposit area, will provide clear, concise answers to all the basic or complicated questions regarding your institution's responsibility, liability and daily operating procedures. In addition, you will receive information about many current lawsuits and other nationwide horror stories.

Test Your Procedures:

Answer: (Y) YES (N) NO (NS) NOT SURE to review your internal procedures.

Answers OPERATIONS, LAWSUITS & LIABILITY ISSUES:

- _____ Can box keys be duplicated using silly putty and epoxy glue?
- _____ Will your part-time attendant make a good courtroom witness?
- _____ Do you follow the ten necessary steps when granting box access?
- _____ Do you have at least ten items included in your new box renter's kit?
- _____ Can FDIC/NCUA signs, logos or brochures create safe deposit liability?
- _____ Can you purchase locksmith tools on EBAY that can open boxes in seconds?
- _____ Are you providing a "No Insurance Disclosure Notice" to all new box renters?
- _____ Do you require five types of identification from every signer on a new box contract?
- _____ Are you aware of your liability if box access is allowed "before or after" lobby hours?
- _____ Do you know why you will lose a lawsuit if you are leaving anyone in your vault alone?

How did you do on the test? (*This presentation addresses these issues and much more*)

Who Should Attend:

This informative program will benefit safe deposit supervisors, full time or relief vault attendants, auditors, or any employee who works in the safe deposit area.

Workshop Leader:

David P. McGuinn, President of Safe Deposit Specialists, is a former banker with over 45 years of safe deposit experience and is often referred to nationwide as the safe deposit GURU. In all 50 states he has trained over 350,000 safe deposit employees and managers and has served the industry as President of the American, Texas and Houston Safe Deposit Associations. Dave is a featured speaker for the American Bankers Association and National Association of Federal Credit Union TV networks and has been interviewed by the Wall Street Journal, Money Magazine, New York Magazine, Associated Press, National Public Radio (NPR), British Broadcasting Corp. (BBC), AARP, Bottom Line Financial, FDIC, CUNA, CNN, CBS, ABC, FOX, NBC Nightly News, Inside Edition and Court TV on current safe deposit issues. McGuinn has created numerous video training programs and his Regulatory/Compliance Manual, Policy and Procedures Handbook and Disaster Recovery manuals are now the accepted standard for the industry. www.sdspec.com