

2024 BANK SECURITY SEMINAR



May 29, 2024

**New Hampshire Bankers Association Training Room
Concord, NH or Virtual Option Available**

WHO SHOULD ATTEND?

Full day presentation for Information Security, IT Security, Security Officers, Cashiers, Training Officers, Branch Managers, HR Managers and Compliance Officers.

NH Bankers
ASSOCIATION

VBA
Vermont Bankers Association, Inc.

2024 BANK SECURITY SEMINAR

MAY 29, 2024 | NH BANKERS TRAINING ROOM, CONCORD, NH OR VIRTUAL

AGENDA

8:30 AM – 9:00 AM

REGISTRATION AND CONTINENTAL BREAKFAST

9:00 AM – 9:05 AM

WELCOME AND OPENING REMARKS

Sandy Tracy, SVP/COO, New Hampshire Bankers Association

9:05 AM – 11:05 AM

SITUATIONAL AWARENESS AND VERBAL DE-ESCALATION TECHNIQUES

Recognizing dangerous situations along with the ability to communicate under stress can often reduce the potential for violent encounters. We will discuss the statistical data on how distracted we are by our devices, how predators pick their victims, the effects of our sympathetic nervous system during “fight or flight” along with the need to practice and use verbal de-escalation skills daily.

11:05 AM – 11:15 AM

BREAK

11:15 AM – 12:15 PM

PHYSICALLY PROTECTING YOUR INFORMATION- THE GRAMM-LEACH-BLILEY ACT REQUIREMENTS

GLBA established the need for banks to protect their customers nonpublic personal information. This includes physically protecting our customers information and records to include logical and physical data. We will focus on the often-overlooked physical data and how to educate our staff, document our efforts and enforce policy.

12:15 PM – 1:00 PM

LUNCH

1:00 PM – 2:00 PM

HOW TO SET UP THE “OPERATION HOMELESS FINANCIAL FRAUD PREVENTION PROGRAM”

Fraud prevention and physical security can team up to reduce losses as well as protect our personnel. This course provides proven tactics to reduce check fraud losses from organized criminal groups using homeless men and women to commit crimes in our banks. You will learn how to effectively disrupt the recruitment of homeless individuals while reducing criminal activity inside the banking center.

2:00 PM – 3:00 PM

BANKING HIGH RISK BUSINESSES

Money service businesses require due diligence which may include site visits. In this course you will learn how to identify many of the illegal activities some MSBs may be involved in to include welfare fraud, narcotic and drug paraphernalia sales, counterfeit merchandise and organized retail crime.

3:00 PM – 3:10 PM

BREAK

3:10 PM – 4:10 PM

BUILDING A BETTER FRAUD AND SECURITY DEPARTMENT

No two fraud or security departments are identical. Asset size, number of branches, number of employees and other factors dictate how each bank handles fraud and security requirements. This session will explore the opportunities to grow your department beyond a necessary cost center to a valued asset.

4:10 PM – 4:15 PM

ADJOURNMENT

NH BANKERS ASSOCIATION | VT BANKERS ASSOCIATION

2024 BANK SECURITY SEMINAR

MAY 29, 2024 | NH BANKERS TRAINING ROOM, CONCORD, NH OR VIRTUAL

ABOUT THE PRESENTER



SHANE ENSLINGER

**SENIOR VICE PRESIDENT, DIRECTOR OF FINANCIAL INTELLIGENCE & SECURITY UNIT
CENTRAL BANK & TRUST CO.**

Prior to joining Central Bank in 2015, Shane served 22 years with the Lexington Division of Police in Lexington, KY. In his tenure at LPD, he served numerous assignments to include Detective and Sergeant of the Narcotics Enforcement Unit, Intelligence and Organized Crime Unit, FBI Criminal Enterprise Task Force, FBI Joint Terrorism Task Force, DEA Task Force, US Marshall's Fugitive Task Force and served as the Assistant Commander of the Emergency Response Unit (SWAT). Shane has been in banking for eight years, completed the Graduate School of Banking in Colorado and has a Bachelor's degree in Criminal Justice.