



Bank Robbery

Prevention Techniques

- Have a bank employee act as a greeter to meet customers as they enter the bank. The greeter will route customers to where they need to go depending on the services needed. This attention provides good customer service along with deterring unnecessary loitering in the lobby or customer service area. It also allows the greeter to get an accurate description of a possible robbery suspect and the attention brought may deter a robbery.
- Be aware of subjects entering the bank wearing sunglasses, masks or hats worn very low on their head covering the top part of the face. These can all be worn together or separately. Most offenders know that banks utilize video surveillance and try to hide their face. If you see any type of this activity, notify the bank manager and other tellers immediately so as to bring further attention to the subject. If policy allows, signage should post that sunglasses, caps, "hoodies" etc. should be removed prior to entering the building.
- Position surveillance cameras at all teller stations, waiting areas, vault entrance and all ingress and egress points to the bank. The cameras should be in conspicuous locations and recording at all times (digital video recording systems are preferred).

In Case Of a Robbery

- Stay calm, do not panic, don't be a hero
- Cooperate with the robbers demands for money but only do what you're told
- Don't make any sudden moves, consider your own well-being
- Be alert...Get a good description of the robber (clothing, gender, race, scars or tattoos, build, speech, deformities, vehicle)
- Don't become a hostage or go with the robber
- Give dye pack or bait money as company policy allows

After A Robbery

- Activate the alarm and call the police
- Don't touch anything that could be finger printed
- Lock the door after the robber leaves
- Reopen the door for the police only
- Ask witnesses to stay until police arrive
- Cooperate with police
- Write down description of suspect
- Be prepared to testify in court