

Identity Theft and Fraud

Section 6: Topics

Volume C6-09

Prepared by





Identity Theft Presentations

Table of Contents

| <u><i>Subject</i></u> | <u><i>Page</i></u> |
|--|--------------------|
| <u>Identity Theft: Front-line</u> | 3 |
| <u>*Identity Theft: Social Engineering</u> | 4 |
| <u>*Protecting Your Account Holders</u> | 5 |
| <u>* <i>New Presentation for 2009!</i></u> | |

IDENTITY THEFT: FRONT-LINE TRAINING (1 1/2 HOURS)

“You Gotta See it to Believe How Easy it Is!”

The Program ~

Identity theft is one of the most personal and humiliating crimes a person can experience. In this interactive session, attendees will learn what pieces of identity information are most important to them. Attendees will be given a lesson on “social engineering,” and how to protect themselves from being a target of confidence scams. Discover how the information your credit union maintains on members is a gold mine to the identity thief. Understand the methods and procedures your credit union should be taking to protect staff and the public. More importantly, learn the steps to safeguard your financial identity and repair damage done to you by an identity thief.

The Objectives ~

- Learn how easy it is to steal someone’s identity
- Discover everyday practices that compromise everyone’s identity
- Learn what confidence people rely on to steal your identity
- Learn about information depositories

THE ATTENDEES ~

Who Should Attend: Frontline Staff and new personnel

“Identity Theft- Social Engineering”

The Program ~

Identity theft is one of the most frequent crimes of this new century, and it increases every day. The Federal Trade Commission now estimates that as many as 9 million Americans have their identities stolen each year.

This fast moving session will introduce social engineering techniques and attacks against your credit union! Learn the newest wire transfer fraud using social engineering. Understand the new ways criminals are using the Internet to defeat you and ways your staff can analyze confidence games so they can stop your account holders from becoming victims.

The Objectives ~

- ❑ Learn the six key pieces of information needed to steal someone's identity
- ❑ Know the one Internet site your credit union needs to review weekly
- ❑ How to avoid new account fraud by asking the right questions

The Agenda ~

- ❑ Webinars
- ❑ Breakout Sessions

THE ATTENDEES ~

Who Should Attend: Board of Directors; Chief Executive Officers; Senior Management; Middle Management; Human Resources; Auditors; Security Officers

HOW-TO-DO-IT WORKSHOP (3 HOURS)

“Protecting Your Account Holders Identity ”

The Program ~

Fraudsters can outsmart your financial institutions security measures. The faces of fraud are changing rapidly and constantly make sure your account holders are protected. Identity theft can attack your call center, frontline and loan department.

This program teaches the tools, tricks and websites used by criminals to thwart the procedures of your financial institution. Participants will learn how to defeat a criminal who is attacking them with social engineering, pretext calling or signature crimes. They will find out why the public falls so easily for lottery scams, Nigerian frauds and counterfeit checks and teach them the right questions to ask when fraud might be involved. Learn how to analyze an attack to protect your financial institution from losses that can be easily avoided!

The Objectives ~

- ❑ False identification: How to identify it and protect the financial institution
- ❑ Signature crimes: Is that really their signature?
- ❑ Learn why the public will believe the criminal
- ❑ Learn updated methods of how to protect your financial institution

The Agenda ~

- ❑ This program is only taught in person by the instructor

THE ATTENDEES ~

This session is designed for frontline staff, supervisors and financial institution professionals.