

PUBLICATION UPDATE

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Model Teller/CSR Training Manual *with Trainer's Guide*

Publication 4780 Release 20 May 2018

HIGHLIGHTS

Chapter Revisions:

- Chapter 3TG Trainer's Guide: New Account Procedures
- Chapter 4TG Trainer's Guide: Checks and Electronic Payments

Editorial Revisions

- Chapter 5 Processing Transactions
- Chapter 5TG Trainer's Guide: Processing Transactions

Chapter Revisions:

Chapter 3TG—Identity Theft and Red Flag Training. Red Flag rules require financial institutions to implement an identity theft prevention program designed to detect the “red flags” of identity theft in their day-to-day operations. Annual identity theft awareness training is a key component of this regulatory requirement. The Chapter 3 Training Guide has been updated to include common categories for identifying red flags, as well as examples of spe-

cific activities that indicate the possibility of identity theft. This training supplement can be used in conjunction with your bank's existing training program and should be included in Red Flags training for all new bank tellers. (See § TG-3.02.)

Chapter 4TG—Understanding alternative payment methods. Remotely created checks and payment orders are used in an increasing variety of ways by certain merchants and service providers to process payment quickly. The Chapter 4 Training Guide has been expanded to include exhibits for understanding remotely created checks and remotely created payment orders. (See § TG-4.05[2] and [3].)

Editorial Revisions: Chapter 5 and Chapter 5 Trainer's Guide contain formatting and numbering revisions only. No changes have been made to the content of these chapters.

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Publication 4780 Release 20

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