Preventing Losses on the Frontline & in the Call Center

DISTANCE LEARNING

Wednesday, June 23, 2010 • 3:00 pm – 4:30 pm Eastern

Social engineering involves manipulating people to divulge confidential information for the purpose of information gathering, fraud, or computer system access.

Has your credit union lost money to someone pretending to be a member?

Financial institutions across the country prepared for the Identity Theft Red Flag Regulations. Now learn the one area where the regulations missed in the real world! Using social engineering concepts, a criminal can contact your institution in person, via the Internet, or through your call center. Risk management professionals need to know how these criminals work and how to prepare their staff ahead of time.

Today's "social engineers" work for organized crime, gangs, or their own benefit. This fast-paced program will focus on the information identity thieves have before they call your credit union and the exact information they want from you! Learn how criminals target you and your credit union when seeking information or financial rewards. Understand how to question a person so that you can determine if they are your member or a thief. Several successful fraudulent attempts will be demonstrated to show how even you can lose your identity to a skilled criminal.

HIGHLIGHTS

- Learn the six key pieces of information needed to steal someone's identity
- The one Internet site your credit union needs to review weekly
- Publications you need to read to protect your credit union
- Learn the bulletin boards used to pass information about your credit union to the world
- How criminals learn your policies and procedures

ABOUT THE PRESENTER – Barry Thompson, Thompson Consulting Group, LLC

Barry Thompson is an international speaker, trainer, consultant, and writer. He is a security and compliance "guru" for a leading national training organization and regularly presents security conferences for trade groups. Barry is recognized worldwide, presenting in Brussels, Belgium to European bankers on internal fraud; at the United Nations on identity theft for the United Nations Credit Union; and to Japanese bankers on bank security.

Formats: $199 **per** telephone or webcast connection. *Unlimited Listeners*
$199 CD only
$249 for telephone or webcast connection and CD

TENNESSEE Credit Union League

You may purchase a *CD Rom/Printable Handout set of this presentation and have an "off-the-shelf" training program for those that were not able to attend the live seminar and for future training purposes. *CD Rom for PC use only **NEW! The CD-Rom now contains the speaker's visuals, which are synced to the audio recording! A great new improvement at no extra cost to you!**

Cancellation: Refunds will be issued, less a $50 administration fee, up until the handouts and access information are emailed.

For more info...call us at 800-572-7359 or 423-899-2425 x 119 or 138 FAX: 423-899-8726 MAIL: P.O. Box 21550, Chattanooga, TN 37424

Sign Us Up! **Preventing Losses on the Frontline & In the Call Center**

June 23, 2010

Credit Union _____

Address: _____

Contact Person _____ Format Ordered

Email Address _____ _____

Phone_____ Fax _____

Distance Learning

Payment Method:

__ Enclosed is a share draft/check for $ _____ payable to Tennessee Credit Union League.
__ A share draft/check for $ _____ payable to Tennessee Credit Union League will follow.
__ I authorize Vol Corp Credit Union to debit the credit union account for $_____
Account #: _____ Authorized Signature: _____
(Requires prior completion of Authorization Agreement for Direct Payments [ACH Debits].