Location & Details

This program will be provided virtually via Zoom on November 12, 2026.

Agenda

5:30 pm - Log In/Register
6 pm - Program Begins
8:30 pm - Program Adjourns

Confirmation/ Cancellation

The IBA will send confirmations as requested for its programs. For more information contact Molly Gibbs at 317-387-9380 or mgibbs@indiana.bank. Within three or more business days prior to the day of an educational program, no cancellation charge will be assessed. Within two days prior, 50% of the fee is assessed. Refunds are not provided for cancellations the day before or absences on the day of the program. Substitutions are welcome at any time.



Seminar Topics

Participants will work through questions such as:

- What makes this transaction different from an ordinary transaction?
- Is the customer committing fraud, or being manipulated by someone else?
- What information should cause a teller to pause?
- When should a teller question, stop, or escalate a transaction?
- What can a criminal learn simply by watching a branch?
- What behaviors may indicate surveillance or preparation for a crime?
- What should a teller do when a fraud intervention causes a customer to become angry or threatening?
- At what point does a fraud problem become a physical-security problem?

The objective is not to turn tellers into investigators or security officers. It is to give them a practical decision-making framework they can use when something simply does not make sense. Notice it. Think about it. Know what to do next.

Who Should Attend?

Tellers, front-line professionals, anyone who has customer contact and those responsible for training and managing the customer experience.

Virtual Certified Teller Program

The Teller's Edge: Fraud, Threats & Physical Security at the Front Line

November 12, 2026

Evening Training
6-8:30pm ET

INDIANA BANKERS ASSOCIATION

Program Overview

Today's teller is more than a transaction processor. The front line staff is often the last human being to see a fraudulent transaction before money leaves the institution, and the first employee to recognize when a routine customer interaction is becoming a security concern.

This highly interactive two-hour webinar moves beyond traditional fraud-awareness training and places participants in realistic situations they may encounter at the teller line. Through photographs, transaction examples, case studies, and progressively unfolding scenarios, participants will practice recognizing what does not make sense, asking the right questions, determining when to escalate, and responding when a fraud situation becomes a personal-safety or branch-security issue. The program will focus on situational awareness and evaluating each circumstance in its full context.

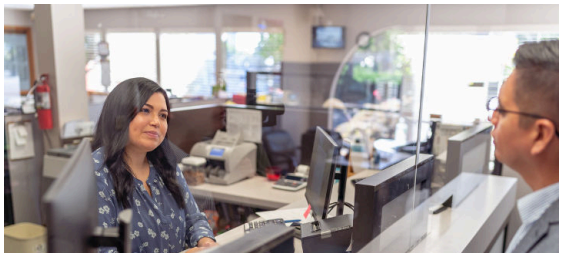
Approximately 60% of the program focuses on frontline fraud recognition and decision-making, with 40% devoted to physical security, threat recognition, robbery response, opening/closing vulnerabilities, suspicious behavior, and situations involving increasingly difficult customer interactions.

Meet Your Presenter



Jim Rechel
President

Jim Rechel is president of The Rechel Group, Inc., a risk-consulting firm headquartered in Cincinnati, Ohio. He is one of the board of The Institute for Criminal Justice Education, Montgomery, Alabama and a member of numerous national organizations and is a Certified Financial Security Officer. He is a past local board member of the International Association of Financial Crimes Investigators Association and the American Society of Industrial Security. Prior to working for The Rechel Group, Inc., Jim was Vice President for Fifth Third Bank headquartered in Cincinnati, where he held positions in various departments, including Retail, Lending and Security. He was also a Special Agent with the FBI.



INDIANA BANKERS ASSOCIATION

Register online at indiana.bank

The Teller's Edge

(Dept. 36)

Bank/Firm _____

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Title _____

Email _____

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Title _____

Email _____

Name _____

Title _____

Email _____

Fees	IBA Member	Non-Member
1 - 4 people	$89 each	$99 each
5 - 9 people	$84 each	$94 each
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