Fraud Smart Virtual Series

Dept. 33

REGISTRATION FEES
IBA Members
$250 - Single Session
$850 - Full Series

Each Session in 90 minutes in length.

Participation in IBA programs is limited to members, associate members and non-members from an eligible membership category at applicable member or non-member rates.

Cancellation Policy:
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 or absences on the day of the program. Substitutions are welcome at any time.

Registration

Attendee Name_____

Bank_____

Email_____

Address_____

City, State, Zip_____

Phone_____

Additional Attendee_____

Additional Attendee_____

Additional Attendee_____

Payment Information

Please circle one: VISA MasterCard AMEX

Total Amount Enclosed $_____

Card Holder Name_____

Credit Card Number_____

Expiration Date_____ CVV_____

INDIANA BANKERS ASSOCIATION

Register online at indiana.bank!

New 2026 Program!

INDIANA BANKERS ASSOCIATION

Fraud Smart Virtual Series

April 14, 2026
May 13, 2026

June 10, 2026
July 22, 2026



ADDITIONAL HIGHLIGHTS

Tellers/CSR's

- Check, deposit, and withdrawal fraud red flags (e.g., signature mismatches, suspicious IDs).
- Face-to-face customer interactions—how to question suspicious transactions and how to escalate concerns.
- Reinforce the need to follow procedures for unusual cash activity or requests out of pattern.

Phone Based Social Engineering

- Emphasizing phone-based social engineering, account takeover attempts, and voice phishing tactics.
- Scripts for handling verification, red flag checklists for suspicious calls, and escalation steps when fraud is suspected.
- Training staff to slow down calls, verify identities, and report incidents without fear of undermining customer satisfaction.

Managers

- Fostering a fraud-aware culture, leading by example, and ensuring compliance utilizing OODA and situational awareness skills.
- Cover oversight of red flag reporting, managing incident response, and supporting employee training.
- Equip managers with analytical tools to review reports, assess trends, and reinforce accountability.

By customizing each module, all bank staff learn core fraud concepts, but also acquire actionable, job-relevant skills that make prevention a daily practice.

WHY?

Provides a scalable, progressive training path adaptable to staff at all levels.

- Reinforces customer trust by equipping frontline and back-office staff with practical fraud-prevention skills.
- Supports state banking associations in promoting industry-wide fraud awareness and resilience.

Each fraud training module is tailored to your state and focused on tellers/CSR's, call center representatives, and managers involved in fraud mitigation by focusing on the specific fraud risks, daily activities, and escalation responsibilities typical for each role.

WHO SHOULD ATTEND?

This session is designed for all bank staff who needs a better understanding of core fraud concepts, but also acquire actionable, job-relevant skills that make prevention a daily practice. This new series of four programs equips banking staff at any level with essential fraud prevention skills.

Meet Your Presenter

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 and Lending, and Security Director and was a Special Agent with the FBI.



Jim Rechel
The Rechel Group

Session I: Fraud-Smart Service: Protecting Customers with Confidence

Core Focus: Introduces foundational fraud concepts and the most common threats, emphasizing customer trust and everyday fraud detection. Empower every interaction—spot, stop, and solve fraud while delivering care customers trust

April 14

Session II: The Trusted Teller: Building Safety Through Awareness

Core Focus: Builds on the basics by developing the ability to spot red flags and skeptical behaviors at the counter. Provides role-specific examples and clear escalation guidance. Be the first line of defense; foster trust by recognizing risks and reassuring every customer.

May 13

Session III: Secure Service Matters: Recognize, Respond, Reassure

Core Focus: Advances skills in identifying evolving schemes (e.g., phishing, identity theft), with emphasis on effective reporting and customer-focused communication. Builds on recognition skills from Programs 1 and 2. Master the skills to notice fraud signs early, provide clear responses, and reassure clients with every transaction.

June 10

Session IV: Eyes Wide Open: Customer Care Through Fraud Prevention

Core Focus: Integrates all previous learning to create proactive fraud prevention advocates. Emphasizes vigilance, peer support, continuous learning, and leadership in fraud resistance. Stay vigilant—make every customer feel protected with proactive awareness woven into every service moment.

July 22

AGENDA

2:15 p.m.	**Log in &Registration**
2:30 p.m.	**Program Begins**
4:00 p.m.	**Program Adjourns**

LOCATION

This program will be provided virtually via Zoom on April 14, May 13, June 10 and July 22, 2026.

Questions?
Contact: Katie Yates
Professional Development Coordinator
kyates@indiana.bank
(317) 387-9380

Register online at indiana.bank!

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