

Greater Cincinnati Credit Union

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2016 Annual Report for GCCU Security Office

The mission of the GCCU security office is to ensure the security and safety of the employees and members of GCCU, and their assets. This is done through investigations, inspection, and training.

Tasks performed by GCCU's security office include: investigation of crimes against GCCU and its members; assisting law enforcement agencies and other financial institutions with their investigations; attending court; performing background investigations into potential GCCU employees; creating and distributing alerts on crime trends; performing inspections of facilities and operations; and delivering training on crime trends, procedures in responding to crimes, and current topics in financial crimes.

In 2016, GCCU's security initiated 16 formal investigations. The most common investigations were related to the passing of bad checks. Some investigations determined GCCU members were victims; GCCU security assisted them in pursuing the suspects. Some cases resulted in GCCU members being referred to a GCCU partner such as Trinity Credit Counseling. In several instances, suspects agreed to repay the money they stole, thus avoiding criminal prosecution. Ongoing restitution continues in five of those cases. Several cases continue to be actively investigated by police including one fraudulent loan in which two other credit unions were also victimized along with GCCU.

Documented theft losses in 2016 were \$22,589, including two large losses in late November. Recovered thus far in those cases is \$4,004. Ongoing restitution from investigations begun in 2014 and 2015 has yielded more than \$7,000.

Throughout the year, GCCU security received requests to review video for actions occurring on GCCU properties. Most of those requests were internal, though some came from other financial institutions or law enforcement agencies.

In 2016, GCCU's security office also:

- Issued 31 alerts to GCCU staff or the Fraud Investigators Association, covering crime trends and security issues.
- Performed background investigations on five applicants for employment with the GCCU.
- Delivered two formal training classes which covered employee response to robberies, security policies and procedures, and identity theft.
- Assisted in evaluating and selecting improvements to the GCCU's video surveillance system
- Assisted in the closing of the Central Parkway office.
- Began publishing a monthly newsletter for GCCU's members, covering crime trends impacting their finances