

# Greater Cincinnati Credit Union

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## 2017 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 training, inspections, and investigations. Preventing losses is preferable to recovering losses after the fact.

Training of staff is having an impact. Tellers are recognizing bad checks before GCCU takes losses on them. In several instances during 2017, GCCU employees correctly identified counterfeit checks and took appropriate actions resulting in saving GCCU thousands of dollars.

In 2017, GCCU Security initiated 14 formal investigations. GCCU members were victims in six of those cases. Two of those investigations resulted in arrests. Eleven of the 2017 investigations are closed. Of the three pending cases, one was a counterfeit check case in which GCCU took a loss. GCCU members suffered losses in the other two.

Counterfeit or forged checks are among the most common sources of loss for GCCU. Some of the cases presented to the prosecutor or grand jury are ignored as criminal cases and are then turned over to GCCU Collections for action. GCCU Security regularly communicates with GCCU Collections as both offices work to reduce GCCU losses.

Ongoing restitution in several cases dates back as far as 2014. In two of these cases the offenders were convicted of theft and ordered by the court to make restitution during a probationary period. Communication with probation officers has improved these restitution processes somewhat.

GCCU Security also performs many informal investigations throughout the year. These include internal review of daily operations at our branches; investigating suspicious activity on GCCU properties; or assisting law enforcement or other financial institutions.

Throughout the year, GCCU Security received requests to review and copy video for incidents occurring on or near GCCU properties. Most of those requests were internal, though some came from other financial institutions or law enforcement agencies. The internal requests indicate GCCU employees are taking security seriously and are working to protect GCCU assets. Upgrades to some cameras through the year have provided improved images and videos.

In 2017, GCCU's security office also:

- Issued 33 alerts to GCCU staff or the Fraud Investigators Association, concerning crime trends and security issues.
- Performed background investigations on three applicants for employment with the GCCU.
- Delivered two formal training classes which covered employee response to robberies, security policies and procedures, and identity theft.
- Published 12 monthly newsletters on GCCU's website and Facebook page, to educate members on frauds and crimes impacting their personal finances.