***NOTICE****: The following has been provided by WBA committee and section volunteers for use by member banks.
It should be reviewed and revised as appropriate to the user-bank’s own policies, procedures, and practices.*

**Bank Robbery Dos**

The two most important things to a financial institution are its employees and customers or members. No one should endanger their life or the lives of others in foolish acts of heroism to save money. In the past, we talked about what not to do during a robbery. Now, we have some tips on what should be done during a robbery.

**During a robbery you should:**

1. Stay calm and breathe. It will be over in a few seconds.
2. Do exactly as told by the robber, either by their words or actions. Follow the instructions very carefully, but do not help the robber.
3. Give exactly the amount demanded — include bait money if possible. Do not give more, as this may cause the robber to get scared or mad and think you are tricking them.
4. Be polite, courteous, and observant. Remember what they say, do, where they stand, and what they touch. Practice this procedure.
5. Form a good mental picture of the robber. Visually identify them. If there is more than one robber, try to concentrate on the one nearest you.
6. Utilize customer identification techniques. Concentrate on their speech or mannerisms, etc.
7. Presume that the robber has a weapon, and that it is real.
8. Retain evidence, such as a note, if possible. If they want it back, let them take it.
9. Activate the alarm when it is safe to do so. Preferably after the robber has left the building.
10. Observe the direction of the escape, description of the get-away car, color of car, make of car, license number, or plate.

If you can follow these tips, it is likely you can get the robber out of the building quickly which will vastly improve our safety chances.