***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.*

**Dealing with the Media after a Robbery**

Dealing with the media after a robbery can be quite an experience in itself. Generally, we would defer all media questions to the police officer in charge. In the event that we cannot avoid media questions, here are some suggested guidelines that should help. These guidelines are recommended by national bank security consultants.

1. Designate one person to deal with the media. We would plan on a member of the Emergency Response Team or Marketing who is our designated media contact person.
2. Inform all other employees to refrain from speaking to the media or any news service.
3. Do not allow the media to enter the building until the police and FBI have completed their investigation.
4. Do not allow the media to photograph the inside of the bank or any witnesses.
5. Do not disclose the names of any tellers or witnesses.
6. Do not disclose the amount of money taken
7. Do not discuss your security system.
8. Do not disclose any security procedures.
9. After consulting with your local law enforcement and FBI you may release to the media:
   * Date and Time of Robbery
   * Your name and your business phone number.
   * The fact that you are the official spokesperson
   * A brief statement assuring members it is safe to continue to bank here.