***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.*

**Robbery Procedures**

Everyone receives annual robbery training, which is required under banking regulations. A review between the annual training is a good idea, and each jurisdiction may have their own procedures.

The important things to remember, regardless of the jurisdiction your bank resides, are:

**Robbery Prevention:**

1. Greet, or at least acknowledge, each customer *when they enter the branch.*
2. Keep money out of sight of customers.
3. Keep cash drawer total to a minimum.
4. Follow all procedures. They are in place for a reason.
5. Staff adequately — there should always be two people behind the teller line.
6. Always be aware of your surroundings.

**During the Robbery:**

1. Comply and take no actions that would jeopardize your personal safety or that of others.
2. Remain calm.
3. Observe suspect for physical description starting from top of head down and repeat.
4. Do exactly as the robber requests to the best of your abilities.
5. If a note is presented, try to keep it. If the robber says he wants it back or don’t touch it, follow the instructions.
6. Hand out bait if safe to do so.
7. Activate hold up when the robber is out of the building.

The focus of our training is knowing what to expect after a “duress” alarm (hold up button activation), whether it is a false alarm or the real thing. This will make it safer for all involved.

**The dispatcher will call the bank and ask a number of questions:**

1. They will want you to confirm that there was a robbery or an attempted robbery. If you receive this call, *DO NOT PLACE THE CALL ON HOLD! Advise that everything appears normal, and you will check with the other staff members.*
2. Look at the other staff members and customers, does it appear that anyone is being robbed?
3. Are there any customers in the bank?
4. If you aren’t POSITIVE there isn’t a robbery in progress, tell dispatch that everything appears normal, but you are going to put the phone down and check.
5. *DO NOT STAND UP AND ASK IF EVERYONE IS OKAY OR SAY THERE IS A HOLD UP ALARM GOING OFF*.
6. Walk behind the teller line and observe each teller.
7. Once you confirm everything is okay, go back to the phone and tell the dispatcher that it was a false alarm.
8. The police will probably be on site by now. Generally, there are at least two squads, and they will have positioned themselves so they can view all entrances/exits. They will have taken cover and will have their guns and/or rifles drawn. Once they have confirmed it was a false alarm, you will be asked to describe what you are wearing and your physical description. You will be asked to go out and meet one of the officers. Once you are far enough away from the branch, a squad/officer will approach you. They will ask you to confirm this was a false alarm.
9. If there is a duress alarm and no one answers the telephone, law enforcement will send MORE squads. They will try a second and third time. If they still have not made phone contact, the severity level will escalate. Once they have completely surrounded the building, they will approach the main entrance carefully. This is a very volatile situation at this point. *Do NOT let anyone leave the building.*
10. The police will likely still want to search the building even if you advise it was a false alarm.

**If there is a robbery in progress when you get this call:**

1. Tell dispatch that you have been robbed.
2. The dispatcher will ask you a lot of questions. The best person to answer is the victim teller. If they are able, let them provide the information.
   1. How many robbers?
   2. Are they still there?
   3. Were they armed, and with what?
   4. Can you give a description of the robber(s)?
   5. What direction did they travel and vehicle description?
3. The area will be flooded with law enforcement, including local and county personnel. The FBI will show up later.