



## **Head Teller Development: Managing Dual Control & Cash Limits**

**Wednesday, August 12, 2009  
9:00 – 10:30 am Hawaii Time**

Responsibility for the vault, teller cash limits, and dual control are among the most important responsibilities of a head teller. Auditors and examiners continuously cite financial institutions for lack of “dual control” or double custody. Regardless of how many staff members you have, the job must be done well and in compliance with regulations.

This session is designed to cover areas of dual control, starting with high risk issues. Cash limit management for tellers and the vault will also be addressed. The handouts will include guidance and written procedures to make this process more efficient.

### **HIGHLIGHTS**

- Dual control issues and procedures for:
  - Vault entry logs
  - Vault cash
  - Security logs (e.g., bait money, security devices logs, etc.)
  - Teller audits
  - ATM audits
  - Wire transfers
  - And more!
- How to maintain the proper cash limits; including procedures for ordering and sending cash to the Federal Reserve or your cash courier service.

### **WHY SHOULD YOU PARTICIPATE?**

This session is a cost-effective way to ensure your procedures are efficient and compliant. You may train as many individuals as you like for one set price. There will be no travel costs, no time lost from work, and no one will be required to leave the institution.

### **WHO SHOULD ATTEND?**

This informative session is designed for head tellers, assistant head tellers, teller supervisors, teller trainers, auditors, and compliance officers.

**PLEASE NOTE:** Your registration fee allows you to have **one telephone connection**. However, as many people as you like may listen from your office speaker phone. If you register for the webcast, your registration fee also includes **one internet connection** from a single computer terminal.

**ABOUT THE PRESENTER – Ann Brode, Brode Consulting Services, Inc.**

Ann Brode began her career in 1973 and has continued her service as a consultant to regional and community financial institutions through a wide range of areas including strategic planning, lending, deposits, marketing, training, compliance, and management. Ann is a well-respected presenter and has spoken to audiences across the country for over 20 years. She has presented sessions for numerous state associations and has taught at the School of Banking Administration at the University of Wisconsin as well as many other state banking schools. Ann is the author of *The Bank Deposit Documentation Manual for Front-Line Personnel*, published by Bankers Publishing Company, and is well represented in numerous industry publications.

**WHAT IS A TELEPHONE/WEBCAST SEMINAR?**

This training method allows unlimited listeners on your office speaker phone. By choosing the webcast option, participants will also be able to view online visuals as the presentation is delivered. Registrants receive a toll-free number and pass code that will allow entrance to the seminar. The session will be approximately 90 minutes, including question and answer sessions. Seminar materials will be sent prior to the broadcast along with hookup instructions. Your pin number, hookup instructions and handouts will be emailed to you. You will need the most current version of Adobe Acrobat Reader available free at [www.adobe.com](http://www.adobe.com).

**CAN'T ATTEND THE SCHEDULED TRAINING? ORDER THE AUDIO/VISUAL CD ROM!**

As an added benefit, you may purchase a CD Rom\* of this presentation. The CD includes the original audio/visual presentation, the question and answer sessions, and the handouts. In addition, you will be able to contact the presenter if you have follow-up questions. Use this "off-the-shelf" training program for those that could not attend the live seminar and for future training. **AFFORDABLE, PROFESSIONAL TRAINING, WHEN AND WHERE YOU CHOOSE.**

**NEW! The CD-Rom now contains the speaker's visuals, which are synced to the audio recording! A great new improvement at no extra cost to you!**

**Hookup instructions and materials will be emailed approximately two days prior to seminar.**

----- **Registration Deadline: August 3, 2009** -----

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Credit Union Name: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Contact Person: \_\_\_\_\_ *(Required)* Email Address: \_\_\_\_\_

*(Required for Webcast & CD option only)*

Mailing Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Please register our credit union for:

- Webcast Only \$200
- CD Only \$200
- Webcast and CD (PC use only) \$250

Please mail your completed form and payment to: Hawaii Credit Union League  
1654 S. King Street  
Honolulu, HI 96826-2097