

Compliance Issues, Tellers

After re-counting cash for a customer three times, you confirm that he has counted his deposit incorrectly. You inform him that he actually has \$10,200 to deposit. Upon hearing this, he requests that you only deposit, \$9,200. What do you do?

- a) Every customer has the right to deposit any amount. You decide to take his deposit and leave it at that.
- b) You take the customer's deposit as normal. You too, would hate to deposit too much money and leave yourself short of cash. You will mention it to a supervisor after the customer leaves.
- c) While there is probably nothing improper, you decide to inform your supervisor before fulfilling the customer's request.
- d) You will let your supervisor decide what should be done.
- e) You complete a Suspicious Activity Report after the customer leaves.
- f) You inform the customer that you must fill out a Suspicious Activity Report.

Discussion Points:

- 1) Since a \$10,000 cash deposit triggers the need to complete a Currency Transaction Report, this could be cause for concern if the customer is trying to avoid this reporting threshold. What keys would you look for to try to determine if this is an avoidance measure or a simple mistake?
 - a) Attitude
 - b) Nervousness
 - c) Customer History (Know Your Customer)
- 2) If you were to see this customer on the following day depositing \$1,000 cash, what would you say or do?