



# Credit Union Teller Procedures Training

Issues

*Deposit concerns.*

**A member says he has an account and wants to cash a check. He says he cannot remember his account number. What do you do for this member?**

Sample  
Game  
Cards

(smaller than  
the Actual  
3 1/8" by  
2 1/4" size)

*Check cashing issues.*

**A construction worker is in on his lunch hour to cash a check. He does not have an account, but the check is drawn on an account from your institution. What do you do for this gentleman?**

*Regulatory issues.*

**A woman wants to deposit \$10,020 in cash. What steps do you take for this deposit?**

*Sensitive Issues .*

**You have a young woman depositing a check. You question the way this check looks, it has smeared ink. She comments that this is common with her inkjet home printed checks. How do you treat this deposit?**

*Full Services*

**A member has brought in her eight-year-old son. He has a check to cash and does not have an account with your credit union. How do you treat this request?**

*With Criminal Implications.*

**A man is dressed in a police uniform. He is requesting account information on a person that he suspects is a drug dealer. What steps do you take for this request?**

*Standard Procedures.*

**A woman is cashing a large check and wants most of the cash in smaller bills. She insists that you look at her while she loudly talks. Her interruptions are constant and causing you problems in counting the cash. What do you do?**

*The Stress of Service.*

**A woman is in complaining that the ATM on the outside of the building went through the entire transaction but gave her only twenty dollars of the forty she requested. Her receipt shows that she has been given forty dollars from her checking account. She is waiting; what do you do?**