



MANCHESTERCF

Fraud Awareness DVD Training for Credit Unions

Both credit unions and their customers are losing large sums of money due to fraud at retail banking branches across North America.

Professional fraudsters prey upon unsuspecting victims and credit union branch employees. Internal and external fraud can wreak havoc upon banking operations and the financial health of the customer base.

In an economic slowdown, fraudulent activity increases, weakening profits and causing harmful reputational damage. Effective fraud awareness training becomes even more critical.

ManchesterCF has collaborated with the producers of FraudSquadTV to develop a two-disk training DVD for Canadian credit union staff.



Screenshot of chapter on advance-fee fraud

The **Fraud Awareness for Retail Banking** training DVD contains professionally filmed re-enactments and interviews with actual victims of many frauds that involve a credit union business either directly or indirectly.

The video segments engage the audience with compelling stories and provide a window of reality into how fraudsters lie, deceive and steal money from victims across society. Each chapter is an average eight minutes in duration.

Better informed staff can raise alerts, report suspicions and dramatically reduce the frequency and cost of fraud to a retail banking business.

The **Fraud Awareness for Retail Banking** training DVD set is sold for \$300 per branch, a small fraction of the average fraud incurred in a credit union's operations.



Screenshot of chapter on charity fraud

Produced in high definition (HD) digital format, the training DVD can be branded and customised to suit the needs of each credit union. Each DVD set is comprised of two DVDs and is menu-driven by chapter heading.

Sample of DVD Chapter Headings

- Advance-fee fraud
- Mortgage fraud
- Ponzi schemes
- Cheque fraud
- Identity theft
- Charity fraud
- Investment fraud
- Home improvement fraud
- Debit card skimming
- Credit card fraud
- Lottery fraud
- Loan fraud
- Pyramid schemes



All fraud awareness training materials are currently available in English only. A French version will be released in late 2010.

Sample chapters are viewable in the Client Login section of the ManchesterCF website.

For further information on reducing the impact of fraud within your credit union's branch network in Canada, contact ManchesterCF.

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