

# Safe Deposit Regulatory Update, Security & Disaster Essentials & Analyze Your System



- Current Safe Deposit Lawsuits
- Service Members Civil Relief Act
- Illinois Delinquent Box Regulations
- Unclaimed Property Requirements
- Phasing Out Your Safe Deposit Boxes
- Making Safe Deposit Boxes Profitable
- Recent Safe Deposit Vault Burglaries
- Floods, Fires and Tornado Disasters
- Creating a Disaster Recovery Plan
- Self-Service Boxes – Pros & Cons



**On~Demand  
Recording Session**

# Course Information

Questions surrounding safe deposit boxes have always popped up and this year is no different. David McGuinn has combined three of his most requested topics for this live, one-day E-Learning seminar with the most up-to-date information. This program is designed to update compliance officers, vault supervisors and attendants, branch managers, auditors, training directors, new account personnel and your in-house legal counsel.

## Illinois “Delinquent” Safe Deposit Box Regulations (2020 Regulatory Update)

Questions regarding the collection of past due box rent, drilling delinquent boxes, securing drilled and inventoried box contents, reporting abandoned property to our state authorities, and many other legal and compliance issues have caused great concern and confusion for the safe deposit industry. At this workshop, you receive current information, step by step procedures, and an in-depth explanation about how to handle these issues and how they impact on your financial institution and your safe deposit box renters. David McGuinn, a nationally known expert in the safe deposit area, provides clear, concise answers to complicated questions regarding your institution’s responsibility and potential liability. He also identifies and discusses various compliance issues and current lawsuits relating to these issues. Get answers to the following questions and establish internal procedures to comply with proper safe deposit requirements.

- How does the Servicemembers Civil Relief Act (SCRA) apply to delinquent boxes?
- When are drilled box contents reported to your Unclaimed Property Department?
- Do you have any “Right of Offset” against a past due renter’s deposit account?
- What seven past due fees should be collected from all delinquent box renters?
- What does the Unclaimed Property Department do with these box contents?
- If cash is found in a drilled box, can it be converted and mailed as a check?
- Why were 15 financial institutions sued after drilling past due boxes?
- How do you handle dangerous or illegal contents found in a drilled box?
- Can you sell these box contents and recover your collection expenses?
- Can you report a past due box renter to your credit-reporting agency?
- What careful wording should be used in your FINAL past due notice?
- Who must be present when a past due box is drilled in your state?
- What should we do if money, guns, or drugs are found in a box?
- What is the required retention period for drilled box records?
- Can you legally restrict box access to a delinquent renter?
- Must these boxes be drilled before reporting to the state?
- What should you do if you drill the wrong past due box?

## Vault Security & Disaster Recovery Essentials (2020 Update - Reduce Your Safe Deposit Liability)

Recent safe deposit vault burglaries, devastating fires, Tropical Storms Sandy and Allison, Hurricanes Harvey, Ike, Katrina, Rita, Wilma and Andrew and damaging tornados, raging floods and many other nationwide disasters have significantly impacted our safe deposit industry. Following these tragic events, financial institutions have been confronted with some very difficult challenges, decisions and very significant lawsuits.

Did you inherit the safe deposit area and then start wondering what liability might exist? Historically, this responsibility has been routinely passed from employee to employee with very little attention given to existing procedures or documentation. Unfortunately, only after a burglary, disaster or lawsuit occurs does management turn its attention to this area.

Whether you have 50 boxes or 5,000, this presentation provides a realistic and well-organized method of reviewing and auditing your procedures before a catastrophe occurs. Your speaker knows first hand what to look for; from the most common errors to the not so common, but potentially costly mistakes. This presentation helps you review your own internal procedures.

- How could \$300 million in box contents disappear during a safe deposit vault burglary?
- What details about recent safe deposit burglaries have TV reporters covered recently?
- What happened to all the safe deposit boxes after fire totaled four branches recently?
- What 15 steps must be taken when a flood fills your vault with contaminated water?
- Do you now have written disaster recovery plans to handle fire and flood disasters?
- Why did 1,300 box renters file a multi-million dollar safe deposit lawsuit after a fire?
- Why are many flooded safe deposit box disasters caused by defective plumbing?
- How can proper vault door closing procedures help you avoid overnight guests?
- How can FDIC or NCUA signs, logos or brochures create safe deposit liability?
- Why should renters be provided with “No Insurance” disclosure forms?
- What 10 questions will always be asked in any safe deposit lawsuit?
- How should employees be trained to answer consumer’s questions?
- Why must phrases like “waterproof or fireproof” vault be avoided?
- Would your part-time attendant make a good courtroom witness?
- Why are self-service box renters now suing for millions?

## Are Safe Deposit Boxes on Their Way Out? Analyzing Your System

Should you phase out your safe deposit service NOW? Many nationwide mega banks are phasing out their safe deposit services and not installing any boxes in new branches. They regard them as a headache, expensive to install, complicated to operate, and maintain, and not very lucrative. There is an estimated 30 million safe deposit boxes now rented in thousands of community banks and credit unions. These boxes are offered to consumers within a highly regulated industry but there are very few laws governing how to run a safe deposit operation. There are also no guidelines to follow if a financial institution decides to eliminate this service.

This presentation provides answers for the most frequently asked “phasing out” questions and addresses the many important “pros & cons” for continuing or discontinuing this service.

Obtain answers to the following questions and establish your own internal procedures.

- What could happen if safe deposit services are discontinued?
- If service is discontinued, how much notice must be given?
- Why are nationwide banks really eliminating this service?
- What safe deposit operating expenses could you save?
- If you offer self-service boxes, will you save money?
- Are home safes a much better consumer option?
- Who are your current safe deposit box renters?
- Is your service a profit center or loss leader?

# Speaker Information

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David McGuinn, a nationally known expert in the area of safe deposit, provides clear, concise answers to complicated questions regarding your institution's responsibility and potential liability. He identifies and discusses various compliance issues and provides correct procedures for each regulatory, operations, liability and disaster topic. McGuinn, president and founder of Safe Deposit Specialists, is a former banker with 45 years of safe-deposit experience. His nationwide clients often refer to him as the safe-deposit GURU. In all 50 states, he has trained more than 250,000 safe-deposit personnel since 1969 and is a featured speaker for the FDIC, and has been interviewed by all major TV networks and by numerous nationwide financial publications on current safe-deposit issues. McGuinn has created many safe-deposit forms, marketing brochures, and training DVDs. His Policy and Procedures Handbook and Regulatory/Compliance and Disaster Recovery Manuals are now recognized as the accepted standard for the safe-deposit industry.

# Registration Fees

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## CBAI MEMBER

On-Demand Recorded Session..... \$500 bank

## \*\*PROSPECTIVE-MEMBER

On-Demand Recorded Session..... \$1,000 bank

\*\*Only financial institutions/firms eligible for CBAI membership.

Your entire bank can utilize this on-demand recorded session for training as it includes the video from the day of the program, plus the exact same handout materials as the live session. The on-demand recorded session allows your bank to train all your employees on your own schedule with unlimited views from unlimited computers for up to six months. For more information, please contact Melinda at CBAI at 800/736-2224 or via email at [melindam@cbaicom.com](mailto:melindam@cbaicom.com).

# Registration Form

Safe Deposit Regulatory Update, Security & Disaster Essentials & Analyze Your System

Please Print

Name of Bank \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Tel. No. \_\_\_\_\_

Name/Title \_\_\_\_\_

E-Mail \_\_\_\_\_

\*E-Mail Required for Registration

Please select your payment method.

Check Enclosed       Check in Mail  
 Pay at Door       Credit Card\*

*\*If you are paying by credit card, please fill out the following information.  
(Visa & MasterCard accepted).*

Name as It Reads on Card \_\_\_\_\_

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Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

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## On-Demand Recorded Session

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