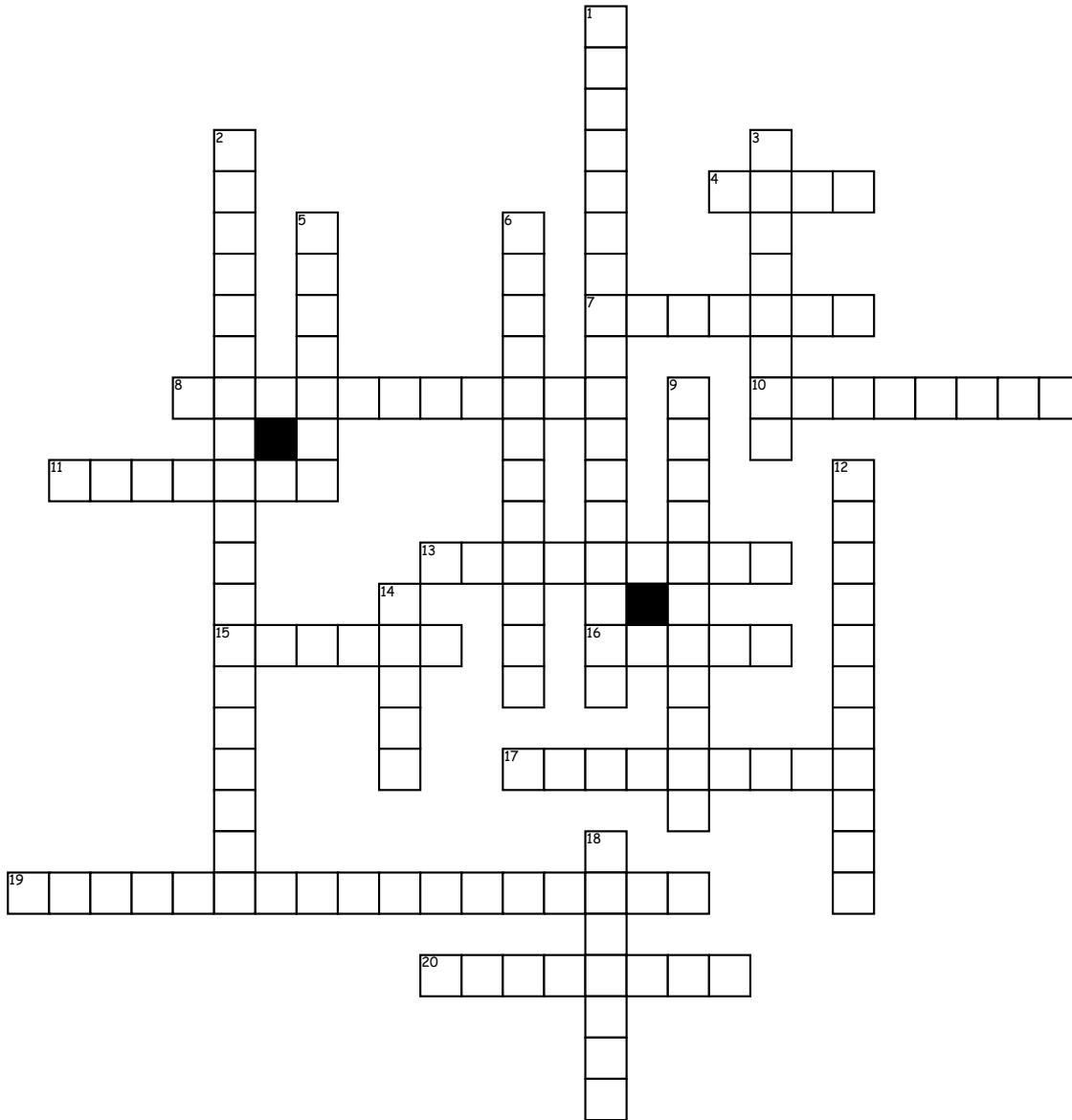


Robbery Procedures



Across

4. Do this to the doors immediately after the robber leaves
7. You should do this to the area that the robber stood
8. Tellers should lock this as soon as possible
10. This is something the robber may leave behind
11. List names and addresses of these individuals who were served prior to the robbery
13. Include this with the money only when safe to do so
15. Ask members in the branch to do this until law enforcement officials arrive

16. Surrender this amount of money to the robber

17. You should always be this and memorize the robber's features
19. After the robber leaves, approach the nearest door or window to observe this
20. Follow these from the robber exactly

Down

1. Designate an employee to record these 3 things from members
2. A phone call to this agency should be made after the robber has left
3. During a robbery, avoid sudden movements and remain _____

5. Pay attention to everything the robber _____

6. If a note is passed, handle it carefully so to preserve these
9. This should be activated as the robber is leaving and only if safe to do so
12. All witnesses should complete this of the robber
14. Inform all members that the branch is temporarily closed and post this
18. Notify this person as soon as the robber has left