

Dealing with the media after a robbery

Generally, law enforcement officers will provide the basic details of the robbery to the media, including how the robbery took place, suspect description and copies of the surveillance video.

Here's what your credit union needs to do:

1. Designate one person to deal with the media.
2. Inform all other employees to refrain from speaking to the media.
3. Do not allow the media to enter the credit union until law enforcement completes their investigation.
4. Do not allow media to photograph the inside of the credit union.
(Legally, you cannot prevent them from taking pictures/videos outside from public property, such as the sidewalk.)
5. Do not disclose the names of credit union employees or any witnesses.
(They will be able to obtain witness names from the police report without your assistance.)
6. Do not disclose the amount of money taken.
7. Do not discuss your security system.
8. Do not disclose any security procedures. *
9. After consulting with law enforcement, you may release the following to the media:
 - Date and time of the robbery
 - Your name and business phone number
 - A brief statement assuring members it is safe to continue to use the credit union.
10. Contact the Missouri Credit Union Association Public/Legislative Affairs Department at 1-800-392-3074, ext. 1370, with the details of what happened. If needed, we can also assist you with the media.

***NOTE:** Avoid statements such as "Our people did exactly what they were trained to do. They gave the robber the money and got the robber out of the credit union."

FBI officials inform us that these types of statements actually encourage robbers to target credit unions and banks by making them think they are easy targets.