

SAFE DEPOSIT BOXES

1. **PURPOSE:** The purpose of this section is to define and describe procedures for limiting exposure involving lost or stolen claims from safe deposit box customers at each cash-handling facility, and from the service of court orders by law enforcement agents.
2. **POLICY:** Because there exists such an area of liability with safe deposit boxes, the indicated procedures will be followed by all employees having either temporary or permanent assignment to the safe deposit box area. All employees will:
 - Sign in and out on the appropriate recording form;
 - Properly identify all persons requesting access to any box;
 - Compare the name of each person requesting access to the names of the persons authorized to enter the box;
 - Have all persons also sign in and out of the safe deposit box area, whether or not entry was made to any box;
 - Witness the thumbprint signature of every person seeking access to a safe deposit; and
 - Enter all required information on the form and history card for each entry into any box.
3. If any box must be forced open for any reason and the entry is not witnessed by the box holder, the following procedures will be implemented and a report of the forced entry will be forwarded to the Security Director within twenty-four (24) hours of the entry. All employees will:
 - Conduct a full and specific inventory of the contents of the box;
 - Make certain that the entry and inventory of the contents of the box is conducted by at least two (2) employees, one of whom is an officer of the institution;
 - Attempt to conduct the inventory with three (3) employees: one to describe the items; one to record the items; and one to mark and photograph the items;
 - Ensure that the entire forced entry process is recorded on videotape;
 - Describe all contents specifically by serial number, brand names, inscriptions, dates, names etc., on the appropriate inventory form;
 - Describe contents that are made of a questionable material by color, texture, size, etc., rather than by absolute description that would require an expert to render;
 - Open sealed envelopes, list the contents and replace the contents in the envelope;
 - Describe negotiable documents by face value only;
 - Contact the Security Director immediately if any item is located that may be illegal or dangerous, and whenever any firearm is discovered; and
 - Complete the appropriate inventory form, with all employees conducting the inventory listed and bearing their signatures.
4. If a legal document or court order requiring the search and seizure of the contents of a safe deposit box is served upon the institution, it will only be served upon the

Unit Security Officer or Security Director, who will:

- Examine the document for authenticity and instructions;
- Verify the credentials of the law enforcement representative serving the order, and if these credentials are satisfactory, complete routine history card information;
- Contact the institution's legal advisor for instructions, if it's appropriate;
- Assign at least one (1) officer to witness the search and seizure, and one (1) employee to record a separate inventory record for the institution's use;
- Videotape the entire forced entry process;
- Receive a receipt for all items seized from the law enforcement agent; and
- If the Unit Security Officer witnesses the event, he/she will document the event and forward a copy of the report to the Security Director within twenty-four (24) hours of the event.

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