

Fraud Fighter Handbook: Your Guide to Preventing Financial Fraud at PenAir

Welcome, Future Fraud Fighter!

Fraud prevention is one of the most important responsibilities you have as a member facing team member at PenAir Credit Union. Every day, fraudsters may try to manipulate you into **breaking the rules, overlooking red flags, or processing fraudulent transactions.**

But you are not alone in this fight. **You have the knowledge, tools, and training to protect yourself and PenAir members from financial assault.** You have had training about identifying a bad check or other erroneous transaction. This handbook and training is designed to help you SPOT the Fraudster and have the confidence to stop fraud in its tracks.

Why Fraud Fighters Matter

- **You Protect Members:** Many members don't recognize fraud until it's too late. Your training helps you stop fraud before it happens.
- **You Stop Financial Assault:** Fraud isn't just about money—it's an attack on someone's financial security and well-being.

Preventing Loss

- **You Prevent Emotional & Financial Loss:** A single mistake could cause a member to lose their savings or become a repeat fraud target.
- **You Keep PenAir Secure:** By enforcing policies and using the right fraud prevention techniques, you strengthen the entire credit union.

Understanding the Impact

- **The Scale of Financial Fraud:** In 2023, consumers reported losing over \$10 billion to various fraud schemes, marking a 14% increase from the previous year.
- **Emotional and Psychological Impact:** Beyond financial devastation, victims often experience anxiety, depression, and post-traumatic stress disorder (PTSD).
- **Broader Implications:** Fraud affects families and communities, leading to secondary trauma, strained relationships, and financial instability.

Your Mission as a Fraud Fighter

As frontline defenders against fraud, financial institutions play a crucial role in safeguarding their members. Your role as a Fraud Fighter is **not just about protecting money—it's about protecting people.**

Becoming a Fraud Fighter means understanding these broader consequences and committing to vigilance, education, and teamwork. By recognizing the tactics employed by fraudsters and being aware of your own response tendencies, you can effectively combat fraudulent attempts.

What You'll Learn in This Handbook

1

The Three Main Types of Fraudsters

Recognizing **Slick Sam (Charmer)**, **Pushy Peter (Bully)**, and **Crying Casey (Victim)**.

2

The Four Fraud Response Types

Understanding how you naturally respond under pressure: **Fight (Baseball Bat)**, **Flight (Running Shoes)**, **Freeze (Padlock)**, and **Appease (White Towel Wave)**.

3

The "Pause, Question, Partner" Model

A simple, structured approach to fraud prevention.

4

The S.P.O.T. the Fraudster Checklist

Your quick-reference tool to recognize fraudster behaviors.

5




How to Strengthen Your Fraud Defense

Strategies to overcome manipulation and protect members.

1. Meet the Fraudsters: The Three Manipulators

Fraudsters come in many forms, but most fall into three main categories: **The Charmer (Slick Sam)**, **The Bully (Pushy Peter)**, and **The Victim (Crying Casey)**. Each fraudster type has their own tactics for manipulation, and understanding how they operate is the first step in stopping them. Fraudsters rely on psychological pressure, social engineering, and emotional tactics to push employees into breaking policies and approving fraudulent transactions.

By recognizing the behaviors and warning signs of these fraudsters, you will be able to make informed decisions, slow down high-risk transactions, and prevent financial assault before it happens. Fraudsters use different tactics to break the rules and manipulate employees. Here's how to recognize them:

Fraudster	Name	Key Traits	Red Flag Phrases	Early Warning Signals
<div>The Charmer</div> <div></div>	Slick Sam	Smooth talker, overly friendly, builds rapport quickly	<i>"You're the best! Can you do me a favor?"</i>	Over-the-top flattery, exaggerated familiarity
<div>The Bully</div> <div></div>	Pushy Peter	Demanding, impatient, dismissive of rules	<i>"Look, just get it done."</i>	Ignores policies, challenges authority
<div>The Victim</div> <div></div>	Crying Casey	Guilt-trips, makes urgent requests seem reasonable	<i>"If you don't do this, I don't know what I'll do."</i>	Heavy emotional appeals, refusal to accept procedures

S.P.O.T. the Fraudster Checklist



Because fraudsters use different approaches to deceive employees, it's essential to have a quick way to identify their behaviors. The **S.P.O.T. method** is a simple and effective tool to help you recognize fraudsters in real time. By keeping these four red flags in mind, you can quickly assess a situation and determine whether extra caution is needed before processing a transaction. When handling a suspicious request, remember **S.P.O.T.**

1 S – Sweet Talker (Slick Sam)

Are they **too charming too fast**?

2 P – Pushy (Pushy Peter)

Are they **rushing or demanding**?

3 O – Overly Emotional (Crying Casey)

Are they **guilt-tripping you**?

4 T – Twisting the Rules





Are they trying to override policy?

2. Understanding Your Fraud Response Type

Just as fraudsters have different manipulation tactics, employees also have different ways of reacting to high-pressure situations. Some employees instinctively push back (Fight), while others try to remove themselves from conflict (Flight). Some may freeze up and struggle to make a decision (Freeze), while others try to accommodate the fraudster to avoid discomfort (Appease).

Your natural response to fraud attempts impacts how effectively you can prevent them. Understanding your default reaction will allow you to **strengthen your fraud defense**, improve decision-making under pressure, and ensure that you don't unknowingly assist a fraudster. The **Fraud Defense Quiz** will help you identify your default response type and provide strategies for strengthening your fraud awareness and decision-making skills. Everyone reacts differently under fraud pressure. Take the **Fraud Defense Quiz** to determine your instinctive response type:



Fraud Response Type	How You React Under Pressure	Key Risk Areas	How to Improve
<div>Fight</div> <div></div>	Pushes back aggressively, challenges inconsistencies	Can escalate tension or dismiss emotional fraudsters	Slow down and use PQP. Assert without confrontation.
<div>Flight</div> <div></div>	Avoids conflict, disengages, lets fraud happen	May comply under pressure to escape the situation	Practice asking clarifying questions before disengaging.
<div>Freeze</div> <div></div>	Hesitates, unsure how to respond	Gets overwhelmed, allowing fraud to happen	Train in decision-making and use PQP to break paralysis.
<div>Appease</div> <div></div>	Overly accommodating, bends rules to "help"	Falls for emotional manipulation, breaks policy	Recognize emotional tactics and rely on clear internal rules.

Final Thoughts: Why You Must Fight for Fraud Victims

Many fraud victims blame themselves, but **they are not at fault**—fraudsters are experts in **manipulation**. As a **Fraud Fighter**, you have the power to **prevent financial assault** by building your defense:

1

Being aware of fraudster tactics

Recognize the warning signs excessive charm to quickly gain trust, intimidation to pressure immediate action, and emotional guilt to encourage rule-breaking.

2

Recognizing your own response patterns

Understand if you Fight, Flight, Freeze, or Appease under pressure

3

Using PQP to slow down fraud attempts

Pause, Question, and Partner to safeguard our members

4

Working together as a team to stop fraud

Support each other in protecting PenAir members from financial harm

Your **role at PenAir is critical** in the fight against fraud. We are counting on you!

See you in the live workshop, Fraud Fighter!