

# LET'S TALK MONEY

Issue 20



## SECURITY AWARENESS

Banks, like many other businesses, are targets of robbers and fraudsters. In this edition of Let's Talk Money, we would like to educate our customers on general security issues such as: how to behave in the event that a robbery should take place in one of our branches, and how to behave when making use of one of our ATMs.

### Branch Security

The two most important groups of people to Bank Gaborone are its employees and its clients. In the event of a robbery, in one of our branches, we do not want our employees or our clients to endanger their lives, or the lives of others, in an attempt to prevent the robbers from stealing money.

### Remember these tips, if you are in a branch during a robbery:

- Stay calm.
- Do exactly as you are told by the robber, either by his/her words or actions (follow instructions very carefully)
- Do not draw attention to yourself in any unusual manner.
- Do not scream, or do anything, to prevent the robber from taking your money, or any of your personal items.
- Do not argue with, or antagonize the robber.
- Do not presume the gun is a toy, even if it doesn't look real.
- Do not make sudden movements.
- Do not try to out-guess or out-think the robber.
- Form a good mental picture of the robber. Visually identify him or her. If there is more than one robber, try to concentrate on the one nearest to you.
- Do not make direct eye contact with the robbers. Try to obtain a description of the robber/s without being noticed.
- Observe the direction of the escape and try to form a good description of the get-away vehicle: Its make, colour and registration number.
- Our staff are well informed and trained, on how to deal with a robbery, during and after a robbery, and will do everything necessary, to ensure that you are not harmed in any way. To prevent a robbery in the first place, Bank Gaborone has various security measures to protect its employees and clients from a potential robbery, but as they become more and more sophisticated in planning and execution, we cannot guarantee, that a robbery in one of our branches will never take place.

### ATM Security

We are concerned about the safety of our clients, whilst they are making use of our ATMs, and therefore we have 24-hour security at our ATMs, located at our branches. Our ATM locations are carefully selected for our clients' safety and convenience.

### Useful ATM Security tips:

**Always be alert** when approaching and using an ATM. Complete your transaction as soon as possible. When you withdraw cash, **take the cash immediately** before you take your ATM receipt. If you do not take the cash immediately, it will be drawn back into the ATM, after a few seconds, for your own safety.

**Avoid** ATMs where there are a lot of people grouping together – especially at month-end. Report lost or stolen cards at your nearest branch. We are committed to ensuring your safety whilst visiting our branches and making use of our ATMs. Should you in any way feel unsafe whilst making use our services, please do not hesitate to contact us.

For any of our other products and services please contact one of our branches at:

Mall Branch: + 267 3671500  
Game City Branch: + 267 3181077  
Francistown Branch: + 267 2442323  
Or e-mail us at [info@bankgaborone.co.bw](mailto:info@bankgaborone.co.bw)

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