



Testimonial Letter to 3SI

Date: Friday, October 26, 2018

From: Joe Schenkenfelder/Cumberland Valley National Bank

On Thursday, July 19, 2018 at approximately 1:01PM, Cumberland Valley National Bank West Branch experienced a robbery. Prior to the Cumberland Valley National Bank robbery, another financial institution, located less than a ½ mile away, was also robbed by the same person. CVNB tellers took action during the robbery by pulling panic alarms and handed out 3SI dye packs to the robber. Police responded quickly and made an arrest a short distance from the branch. A hand gun was recovered by police. On this day, the bank robber received a double dose with two dye packs handed out by tellers.

THINGS WE LEARNED:

- * The 3SI dye pack tear gas impaired the robber and foiled his escape, just as it was designed to do.
- * The robber took \$14,540, but all of the bank's money was recovered, tainted with red dye just as it was supposed to. The money will be replaced by FED without delays.
- * Most important – no employees or customers had any injuries from the incident.
- * Ironically, exactly one month prior to our bank robbery, 3SI Field Service Representative Doug Adams serviced the branch and gave the tellers a brief, but detailed, training session related to the 3SI dye packs.
- * 3SI Representative Doug Adams has been around Cumberland Valley National Bank performing services for all of my 15 years as Bank Security Officer. Seasoned tellers all know and trust what he tells them about the 3SI dye packs. Our young tellers listened to his training and performed without hesitation.
- * The other financial institution robbed just 15 minutes prior to ours didn't have 3SI dye packs but was thankful Cumberland Valley National Bank did. I see a new customer on the horizon.

A handwritten signature in blue ink, appearing to read "Joe Schenkenfelder", is written over a white background.

Joe Schenkenfelder
Bank Security Officer
Cumberland Valley National Bank