

# Protect Your Financial Institution: Detect Harmful Substances and Mail-Based Threats to Keep Facilities and Employees Safe

**Today, the financial services industry faces increased risk of mail-based threats, a problem that only gets worse in tough economic times.**

While banks, credit card companies, credit unions, and other financial services institutions already devote significant man-hours and resources to mail screening, including the use of third-party screeners, there are simply too many ways to overlook harmful substances. All it takes is one miss to threaten the safety of employees, offices, and facilities and damage the firm's brand and reputation.



## COMPLETE VISIBILITY, IMPROVED PROTECTION IN FINANCIAL SERVICES

RaySecur's MailSecur® scanner allows security teams to see inside letters and packages to detect common threats that X-Rays, and other screening approaches miss—without actually opening the mail.

It's a critical advantage since the majority of threats in the financial services industry come in letters and small packages. Unfortunately, many of these types of threats have been responsible for some of the most high-profile incidents and shutdowns at the world's top financial services institutions.

Insider threats from employees are also a leading cause of threats, and a threat vector that is not easy to defend. Today, financial services may face a backlash from employees disgruntled with return-to-work policies, vaccination requirements, and layoffs with return-to-work policies, vaccinations, or the need to return laptops or other corporate-owned materials after layoffs.

As inflation and adjustable rate mortgages increase, it may become difficult for consumers to choose between putting food on the table or making monthly payments. They may face even more collection calls, adding to their frustration. Additionally, banks and financial services firms face increased scrutiny for the companies they do business with, especially those related to controversial industries or other geopolitical events. This can also lead to possible threats from the general public as well as insiders.

It is extremely easy to insert a mail-based threat, especially in interoffice mail, into a facility's mailroom and bypass existing screening protocols.

### Typical Mail Items Scanned



Letters



Parcels



Newspapers



Magazines

### DETECT POTENTIAL THREATS – ENSURE BUSINESS CONTINUITY

With MailSecur, financial services security teams can quickly and accurately detect harmful substances, including all U.S. DHS recognized substances\* (chemical, biological, radiological, nuclear, and explosives), and other potential mail-based threats.



Suspicious Powders



Contraband and illicit items, such as electronic components



Radiological



Nuclear



Chemical



Explosives



Threatening Content



Dangerous Items



Biological

## A BETTER SOLUTION

The MailSecur desktop scanner uses safe, T-ray technology to display real-time video of the contents within letters and small parcels. Unlike X-ray machines that only produce 2D, static images, MailSecur allows operators to freely manipulate the object for a complete 4D view. MailSecur's real-time, dynamic imaging lets existing staff quickly become proficient in detecting powders, caustic substances, and other threats. MailSecur also eliminates the need for extensive training, a large footprint, or safety precautions or permits required for X-ray scanners.

All scanners offer remote screening services with 24/7 access to former military explosive ordnance disposal (EOD) experts for image interpretation and analysis, alarm resolution, de-escalation, and support.

## MAILSECUR ADVANTAGES:

- ✓ Keep employees, assets, and offices safe
- ✓ Detect more potential threats and harmful substances with a single scanner
- ✓ Ensure business continuity and protect the company's brand
- ✓ Safeguard against insider attacks that evade conventional screening
- ✓ Portable to protect employees no matter where they work
- ✓ Set-up MailSecur in less than 10 minutes with no special permits or requirements
- ✓ Deploy globally to protect all key sites, facilities, and offices

### CASE STUDY



## PROTECTING OFFICES AND PERSONNEL GLOBALLY

One of the world's top financial services brands realized it needed to increase security on a global level at all of its major financial centers. With so many facilities and offices around the world, the institution faced many internal and external threats. Even a shut-down of a trading desk for a few seconds due to a hoax event would have major financial consequences, not to mention harm the company's brand and reputation.

With MailSecur, the firm now relies on a powerful technology that overcomes limitations posed by X-ray scanners to detect the most common threats. MailSecur was extremely easy to deploy globally, helping the institution quickly scale to protect all of its sites. The company also uses EODSecur as its second layer of defense to support existing staff and deliver complete peace of mind.

As a result, this top financial services firm eliminated the high costs, long delays, and logistical complexity caused by using an offsite third-party mail screener.

## Real-World Risk

WELLS  
FARGO

**What:** White powder claiming to be anthrax.  
**Business consequence:** Four-hour evacuation, exposed employees.  
**Result:** Substance determined to be non-hazardous yet the sender was never identified.



FIFTH THIRD BANK

**What:** Threatening letter received with the word "bomb" written on it.  
**Business consequence:** Forced evacuation.  
**Result:** After investigation, police determined there was no threat and attempting forensics on the letter.

Fulton  
Bank

**What:** Two suspicious packages.  
**Business consequence:** All businesses were shut down for three hours in the entire Penn Square. The incident required investigation from the Pennsylvania State Police bomb squad.  
**Result:** Robots determined they were harmless, and police are still investigating.

CHASE  
J.P.Morgan

**What:** During the 2008-2009 recession, four Chase J.P. Morgan branches received more than 45 threatening letters in less than a week, most of which contained a suspicious white powder.  
**Business consequence:** Police were called, disrupting business activities and requiring an extensive investigation.  
**Result:** The powder was later found to be harmless, but the culprit was never identified.

*\* Best Practices for Mail Screening and Handling Processes:  
A Guide for the Public and Private Sectors,  
U.S. Department of Homeland Security*

RAYSECUR®  
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