



# Bits 'n Pieces

www.mnsda.org

The Minnesota Safe Deposit  
Association Newsletter

SUMMER 2015

## President's message

The Minnesota Twins season is coming to a close, and so is our 2015 series of MSDA "Training Camps". We only have two left for this season. October 5 is our one-day State Conference, where we will delve into the subject of "Death and Safe Deposit." In November we will talk about the forms and procedures for "Rental When All Are Not Present."

All year we have been offering training classes, a series of training camps, for ALL experience levels, from the safe deposit Rookie to the well-seasoned Pro. Our goal this year was to teach you how to increase your batting average in safe deposit. How have you been doing? If you've been attending the classes you should be much more confident and your knowledge should have improved. No one can call you a Rookie now!

At the March meeting we introduced something new, the Safe Deposit flashcards. They are a quick reference guide you can take with you as you assist your customers. The flashcards are part of the MSDA Toolkit, which has been a BIG HIT! The toolkit contains a variety of items you will use in the safe deposit area, all packaged into a portable box. It's your safe deposit equipment bag. Many of you have told me that this has been a huge help in your day-to-day safe deposit duties. It is great news that your batting averages are improving! Keep it up!

At each meeting throughout the year we've added a new flashcard on the various topics. Our most recent

flashcards were on "Escheatment" and "Keys In The Night Drop". If you've been to every meeting, you should have eleven cards so far, but there are still four more to go. I realize that some of you couldn't make it to every meeting, and you are missing some flashcards or perhaps even the actual toolkit. I have had a lot of calls and emails asking about how to get the missing toolkit contents and flashcards. Don't worry, we have a plan; Next spring, at the annual meeting in May, we will have a make-up session. We will go over all of the flashcards and everything in the toolkit. You will have an opportunity to pre-order and pick up all of your missing "equipment". We wouldn't want to leave any of our batters stranded on base.

Looking ahead, I hope you all sign up for our State Conference in October, and the membership meeting in November. Don't forget to look at the important dates for 2016 listed on the calendar in this newsletter. We have a year full of great classes and seminars planned. There's so much more to learn!

I have really enjoyed our baseball theme this year, but.....

TGIF Thank God it's Football Season!

*Carol*

See you October 5 at the Death and Safe Deposit Conference!

### November Dinner Meeting

**Topic** Rental When All Are Not Present  
**Never Deal With Incomplete Signature Cards Again!**

**NEW!** Toolkit Flashcard #15  
**Tough Safe Deposit Related Q & A**

November 12, 2015  
Hampton Inn  
1000 Gramsie Road, Shoreview

5:30 PM Registration  
6:00 PM Dinner  
6:45 PM Program  
8:15 PM Adjourn

### FREE TRIP 2015

Each year, one member Institution in good standing is awarded an all expense paid opportunity to attend the Annual Minnesota State Conference for Safe Deposit Professionals, which is held in the fall. We announce the winner at the Annual Membership Meeting in May. All members are eligible for the drawing.

The 2015 winner will receive:

- Conference Registration \$199
- Hotel Accommodations for 1 night \$119
- Per Diem \$25

This year's winner is Fidelity Bank.  
Congratulations



**MSDA  
2015-2016**

- 10/05/2015 One Day State Conference  
"Death & Safe Deposit / Advanced"  
Shoreview, MN
- 11/12/2015 Membership Meeting  
"Rental When Not All Are Present"
- 2/11/16 Membership Meeting  
"Deputy/Power of Attorney"  
Bill Patient
- 3/10/16 Full Day "Basic & Intermediate"  
Workshop for SDB Employees  
Brainerd
- 4/20/16 Full Day "Death & Safe Deposit /  
Advanced""  
Evening "Keys in the Mail or Night Drop"  
Southwest Chapter
- 5/12/16 Annual Membership Meeting

**Training in Redwood Falls**

The MN Safe Deposit Association gets a lot of questions from our out-state members, about which forms to use, state law, and Deputy vs. Power of Attorney. Those members have difficulty scheduling travel from their branches in rural MN to attend our educational offerings in the Twin Cities. That's why in April, Kathy and Carol went to Redwood Falls to host two Safe Deposit Seminars for the Southwest Chapter of MSDA.

The all day "Basic and Intermediate" class covered a variety of Safe Deposit topics such as Rental Leases and Contracts, when it's appropriate to use an Exchange Agreement, the difference between a Deputy and a Power of Attorney, and how to properly surrender a box.

After the day session they presented an evening session. There were speed topics on Drilling for Non-Payment and Power of Attorney forms, and challenging safe deposit questions in the form of the game Jeopardy. Both sessions were very well attended, and an extensive amount of information was packed into one marathon day!

**Membership Dinner Meetings**

The MSDA Board structures our Membership Dinner meetings so that you always receive educational information and training, along with some fun, and time to get to know others in Safe Deposit. We find that the two-hour dinner meeting is a very efficient way to have a mini seminar; it is difficult for some of you to get away from the office for an entire day of classroom instruction.

We promote friendship and information sharing among our members, since we often learn best from the experiences of others. To aid in this, each meeting attendee is encouraged (but not required) to bring a promotional item from their Marketing Department, such as mugs, folios, totes, etc. to exchange with one of the other MSDA members. You can also bring a seasonal item in lieu of a promotional item. We welcome your creativity! We will share these items at the conclusion of our meeting.

Remind your boss that the information we provide is essential. Exchanging ideas and situations with other safe deposit professionals helps you to develop solutions for the situations you encounter at your institution.



**Door Prizes** are always welcome. Please attach a business card with the name of the donor institution.

**R.S.V.P**

**Reservations** should be sent to Winnifred Howard-Hammack either by mail, fax 218-336-1839, phone 218-336-1805 or email whowardhammack@mpecu.com

**All meetings** are held at the Hampton Inn Shoreview, MN I-694 at the Lexington Avenue exit



**Meeting Time Schedule**  
5:30 Networking & Check in  
6:00 Dinner  
6:45 Program  
8:15 Adjourn





## Think Outside the Box Locks and Keys

**L.** Is a monthly past due letter required by law or not?

**K.** It is what we consider “best practice” to send a past due notice, but it is not required by law.

**L.** If we find a handgun in a drilled box, what laws do we have to follow to secure it?

**K.** Stop immediately and call the police, do not handle the gun or try to store it with your other safekeeping items.

**L.** If we have the contents of several drilled boxes to send to the state, can we send all of the contents together in one package?

**K.** Call the State of Minnesota Commerce Department and ask them how they would like you to package the shipment.

**L.** Who signs the 120 day letter? Does it have to be notarized? How is the value of the contents determined?

**K.** The bank employee in charge of the safe deposit department should sign the letter. No, it does not have to be notarized, but it does need to be sent Certified Mail. We assume that everything the customer stores in their safe deposit box is valuable to them, in either material value or sentimental value, and therefore worth more than \$100.

### What is Escheatment, and how does that affect Safe Deposit?

Financial institutions are required to report to their state when an account has been abandoned or unclaimed after a certain period of time. The only tangible property that is reported is the contents of safe deposit boxes, which are presumed abandoned if the lease has expired due to nonpayment of rent and the contents been unclaimed by the owner for more than five years. The financial institution must make a diligent effort to find the account owner. If the owner is not found, the state claims the account through the escheatment process.

To help you prepare for that, we had a seminar on Escheatment earlier this month. We talked about how to collect on past due boxes, and how to prevent it. We went over step by step instructions on drilling for non payment, inventorying the contents, and notification letters. We went over the statutes, to see how this whole process is governed by Minnesota law. When you learn “why” we have certain procedures in place it makes it easier to understand “how” to carry that out. It’s also helpful to know which procedures are law and which are best practice.

The Escheatment class is part of our ongoing Safe Deposit Training, and will be offered again next year, in August 2016. See the Q & A section of this newsletter for some of the questions that came up during the Escheatment seminar.

### “KEYS IN THE NIGHT DROP OR MAIL NOW WHAT?”

“Keys in the Night Drop or mail now what was” the topic of our evening dinner meeting in September. What are we supposed to do if we open the mail one day and find that the customer has mailed us their keys, or we find customer keys in the night drop? Minnesota Statutes tell us that the keys to a rented box MUST NOT be in the possession of the institution. Technically, by accepting these keys, that is what has just happened. When we are in possession of keys to a rented box there is an opportunity for a claim of missing items etc. to be filed against the bank. That could turn into one of our Horror Stories!

EVERYONE RECEIVED A QUICK REFERENCE CARD ON THIS TOPIC to add to their MSDA Toolkit, and here is the short answer to the question “Now What?” If the customer mails the keys to the bank, you would secure the keys under dual control and open the box using the keys when you perform the drill for nonpayment process on other boxes. It is best to wait until that time because you will have two witnesses and an outside notary (not in the employ of the bank) present. This would help control your liability. If you find contents, you should NEVER mail the contents of the box to the owner or any other person. The owner must come to the bank to retrieve the contents and sign off on the receipt indicating that all of the property was found to be secured by the bank and taken by him. If the owner can not come back to the bank he could appoint a Deputy to act on his behalf.