

Case Studies Cross-Border Workshop NAM

- Please go through each case. Put yourself into the concrete situation as it occurs in real life.
- Do not tackle the case with the perspective of what you think that Legal, Compliance, IT or Security Risk wants to hear.
- Compare your behaviours with the ones of your colleagues in the group.
- Identify and note questions you want to raise in the plenary session.

Case 1

During your trip to the USA/Canada, where you wish to visit various clients, you are stopped at the border by the customs authority or during your stay by the police and confronted with the following questions:

- purpose of your visit
- your profession
- people you are going to visit
- content of your baggage incl. notebook, cell phone, PDA (SMS, MMS, digital photographing) or Blackberry

Question 1: How do you react? How do you prepare for such a potential confrontation? How did you fill out your immigration form?

You get a strange feeling about the way the way the questions are asked. You remember that, with the intention to avoid having to carry those documents with you, you had sent an envelope with some of the sensitive account related data to your hotel (alternatively: a friend in the respective country whom you know very well; a family member; a local business contact).

Question 2: How do you handle sensitive documents you want to use during your visit (such as account statements and similar documents) when planning a trip to the USA/Canada?

Case 2

During the discussion with a very interesting prospect in the USA/Canada he/she indicates that he/she has a substantial amount of money to transfer from his/her home country to your bank. The prospect queries whether the bank can assist him/her in this respect. He/She mentions in the same token that Bank XYZ had offered him/her very concrete services for his/her assistance.

Question: How do you react? Would it make a difference if the person was a long standing client of the bank?

Case 3

During a trip to the USA/Canada you intend to meet client X. He recently gave you a telephone call and asked you to bring his latest account statements with you at your next visit. He also mentioned that he would like to hand over to you a number of written trading orders and to discuss them at the proposed meeting. Finally, he refers to the telephone conversation you had with him some weeks ago regarding the advantages of a PM mandate and he asked you to also bring along the necessary documents for the conclusion of a PM contract.

Due to a conflict of dates you are not able to travel. As you do not want to disappoint your client, you consider making a call to the local UBS branch/subsidiary (where you know one of the officers very well) and ask an officer to meet your client and to satisfy his requests on your behalf.

Question 1: What do you think of this idea?

Question 2: Generally speaking, to what extent and in which activities can your colleague of the local branch/subsidiary be of assistance? Please go through concrete situations as they occur in your daily work.

Case 4

After passing the immigration desk during your trip to the USA/Canada, you are intercepted by the authorities. By checking your Palm, they find all your client meetings. Fortunately you stored only very short remarks of the different meetings and no names.

As you spend around one week in the same hotel, the longer you stay there, the more you get the feeling of being observed. Sometimes you even doubt if all of the hotel employees are working for the hotel. A lot of client meetings are held in your suite of the hotel.

One morning you are intercepted by an FBI-agent. He looks for some information about one of your clients and explains to you, that your client is involved in illegal activities.

Question 1: What would you do in such a situation?

Question 2: What are the signs indicating that something is going on?

Case 5

As you had a lot of documents to take with you to your trip to the USA/Canada, the carry on luggage was very heavy and you decided to put your notebook in the checked luggage. When arriving at your destination, you realise that your notebook is missing. You are not sure, whether you had a separate excel-file with a client summary still on your notebook.

Question 1: What would you do in such a situation?

Later on, when arriving at the hotel, you are contacted by an anonymous caller. He pretends having found your notebook at the airport and offers you a deal: He sends you the notebook if you pay him an amount of USD 100'000. Your notebook is equipped with the latest security features (encryption, token based authentication).

Question 2: Your reaction