

# RDC Customer Questionnaire

RDC Customer Name: \_\_\_\_\_ Date: \_\_\_\_\_

DBA if applicable: \_\_\_\_\_

Physical Address: \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Print Name of Authorized Business Contact/Title \_\_\_\_\_ Date Site Visit scheduled \_\_\_\_\_ If there are more than 1 location to visit, make additional copies of this form.

Email Address of Authorized Contact \_\_\_\_\_ Site's General Direct Number \_\_\_\_\_ Cell Phone Number-Authorized Contact \_\_\_\_\_

Questions / Information	X=Yes	X=No	X=N/A	Comment(s) / explanation
<b>Ask Business Contact:</b> Does the business employ enough staff to appropriately segregate duties or perform duties under dual control to mitigate the risk of employee fraud? (e.g. process work segregated from bank reconciliations)				
<b>Ask Business Contact:</b> Do you use and regularly update anti-virus software? How often do you update the software? (daily, weekly, monthly) What are the name(s) of anti-virus software(s)? Explain				
<b>Ask Business Contact:</b> Are critical security patches installed on system regularly? (e. g. Microsoft Security updates). If yes, how often? (e.g. daily, weekly, monthly) Explain				
<b>Ask Business Contact:</b> Will or is equipment, such as computer(s) and scanner(s), being kept in a secure office-place?				
<b>Ask Business Contact:</b> Do you have a secure place to lock/secure batched checks and other RDC reports which may contain non-public information? Explain				
<b>Ask Business Contact:</b> Do you have a way to commercially destroy RDC items after the required retention period? (e.g. cross shredding or burning) Explain				
<b>Ask Business Contact:</b> Who will have access to the PC / scanner used for performing banking processes? Explain				
<b>Ask Business Contact:</b> Do you prohibit employees from sharing passwords or other authentication methods to access your systems? If no, why? Explain				
<b>Ask Business Contact:</b> Name and version of company's operating system. Please detail in comment section.				

Branch Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_