

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
Ask Business Contact: 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)				
Ask Business Contact: 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				
Ask Business Contact: Are critical security patches installed on system regularly? (e. g. Microsoft Security updates). If yes, how often? (e.g. daily, weekly, monthly) Explain				
Ask Business Contact: Will or is equipment, such as computer(s) and scanner(s), being kept in a secure office-place?				
Ask Business Contact: Do you have a secure place to lock/secure batched checks and other RDC reports which may contain non-public information? Explain				
Ask Business Contact: Do you have a way to commercially destroy RDC items after the required retention period? (e.g. cross shredding or burning) Explain				
Ask Business Contact: Who will have access to the PC / scanner used for performing banking processes? Explain				
Ask Business Contact: Do you prohibit employees from sharing passwords or other authentication methods to access your systems? If no, why? Explain				
Ask Business Contact: Name and version of company's operating system. Please detail in comment section.				

Branch Signature: _____ Date: _____

Title: _____