Counterfeit bills

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Reader group: Tellers
In a live knowledge base, only signed-in tellers and branch staff would see this page. It's public in this demo so you can explore.

How to check a bill

- **Feel:** genuine bills have raised printing you can feel.
- **Tilt:** the color-shifting number in the lower right corner changes color on $10 bills and up.
- **Light:** hold it up to see the portrait watermark and the security thread.
- **Pen:** counterfeit-detection pens help, but don't rely on them alone.

If you suspect a counterfeit

1. Stay calm and polite. Most people who pass a counterfeit don't know it's fake.
2. Don't give the bill back. Explain that it needs to be reviewed.
3. Handle it as little as possible and place it in an envelope.
4. Note who gave it to you and any details you remember.
5. Call your branch manager, who contacts local police or the Secret Service.

The member isn't credited for a counterfeit bill. Your branch manager will explain this to them.