Protecting Retail ATMs: A guide to preventing and detecting skimming

September 15, 2016
Agenda

• Housekeeping
• Presenters
• About Conexxus
• About National ATM Council (NAC)
• Presentation
• Q & A
Housekeeping

This webinar is being recorded and will be made available in approximately 30 days.

- YouTube (youtube.com/conexxusonline)
- Website Links (conexxus.org & natmc.org)

Slide Deck
- Survey Link – Presentation provided at end

Participants
- Ask questions via webinar interface
- Please, no vendor specific questions

Email: info@conexxus.org
Presenters

Conexxus Host
Linda Toth
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Speakers
Al Jamir
Vice President, Cash Depot
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Bruce Renard
Executive Director, National ATM Council
bruce@natmc.org
About Conexxus

• We are an independent, non-profit, member driven technology organization
• We set standards…
  – Data exchange
  – Security
  – Mobile commerce
• We provide vision
  – Identify emerging tech/trends
• We advocate for our industry
  – Technology is policy
# Conexxus Webinar Schedule

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Join Conexxus in Atlanta for Technology Edge at the NACS Show

NACS Show

October 18-21, 2016

Atlanta, GA

nacsshow.com/technologyedge
About The National ATM Council, Inc.

- NAC is the national trade association that is meeting these challenges on behalf of US Independent ATM Owners/Operators/Suppliers

- Formed in 2011 to provide a clear and unified voice for ISOS/IADs on critical policy issues impacting the US ATM Industry

NAC Mission Statement

“NAC is a not-for-profit national trade association, dedicated to ethically and effectively representing the business interests of ATM Owners, Operators and Suppliers, in their efforts to provide for the safe, secure and convenient delivery of cash to consumers throughout the United States”
Join The National ATM Council, Inc. October 17-20th, 2016 for the NAC2016 Conference & Expo
– ATMs Across America, A New Frontier
natmc.org/nac-events
Join The National ATM Council, Inc. for the
ATM Security Academy
at the NAC2016 Conference & Expo
natmc.org/nac-events
Conexxus & The National ATM Council (NAC)–

Welcome You to the Webinar!

Subject:
ATM Skimming Detection and Deterrence Guidance for Convenience Store Owners and Independent ATM Deployers

What is ATM Skimming?

• Theft of Card Information/PIN at the ATM
• U.S. Retail ATM Skimming Survey 2016 – Performed by NAC
What is the Threat to My Store ATMs?

- EMV Transition – Increased Skimming/Card Fraud
- EMV Liability Shift – October 21\textsuperscript{st} 2016 for MasterCard / October 1\textsuperscript{st} 2017 for VISA
How To Maximize & Maintain a Skimming-Free Environment

- Placement Considerations – Line of Sight Visibility
- Video Surveillance Considerations
- Smash and Grabs
- Restricted Access to Back of the ATM
How to Maximize & Maintain a Skimming-Free Environment

- Train Your Employees
- Know Your ATM(s)
- Have Information for Law Enforcement Contacts
How to Maximize & Maintain a Skimming-Free Environment

• Regular Inspections – Daily/Per Shift
• Integrate with Your Fuel Dispenser Inspections
• Check the Checkers
• What to Look for: Card Slot/Reader, Key Pad, Micro Cameras
• Interior Skimmers
• Bluetooth/Wi-Fi Scan
• Talk with Your ATM Vendor(s)
How to Maximize & Maintain a Skimming-Free Environment
How to Maximize & Maintain a Skimming-Free Environment

- Educating Your Customers – Let Them Know Your Store ATM is Safe & Secure
- Screen Prompts & Physical Signage to COVER PIN ENTRY
What to Do If I Find a Skimmer on My ATM

• Look – but Don’t Touch! Take Photos
• Follow protocol provided by Local Law Enforcement
• Contact your ATM vendor. Tell them you’ve notified law enforcement.
• Photos/Self Help/Preservation of Evidence
• Assist law enforcement to catch the criminals – 1st and foremost – Be Safe!
For more information:
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