

Protecting Retail ATMs: A guide to preventing and detecting skimming

September 15, 2016



Agenda

- Housekeeping
- Presenters
- About Conexus
- 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

Director of Standards, Conexxus

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Speakers

Al Jamir

Vice President, Cash Depot

ajamir@cdlatm.com

Bruce Renard

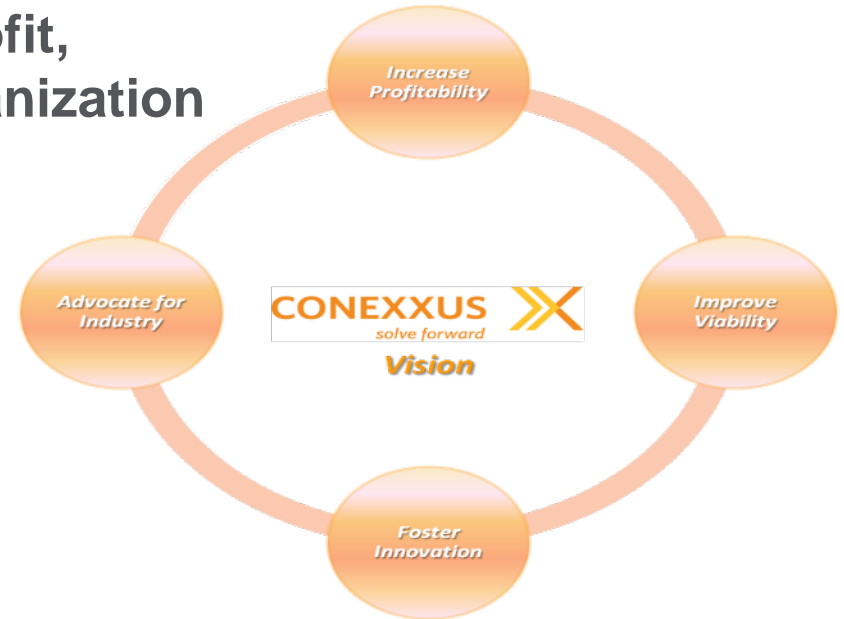
Executive Director, National ATM Council

bruce@natmc.org



About Conexus

- 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

Month/Date	Webinar Title	Speaker	Company
July 28, 2016	Petroleum and ISO20022: Requirements for the Next Generation Payment Standard	Sharon Scace	WEX
August 25, 2016	Incident Response Plans: The Emergency Shutoff Control for Cyber Risk	Chris Lietz Tabitha Greiner	Coalfire Acumera
September 15, 2016	Protecting Retail ATMs: A guide to preventing and detecting skimming	Al Jamir Bruce Renard	Cash Depot National ATM Council
November 17, 2016	Cyber Security		Hughes
December, 2016	TBD		



Join Conexus in Atlanta for Technology Edge at the NACS Show NACS Show October 18-21, 2016 Atlanta, GA

nacsshow.com/technologyedge



2017 Conexus Annual Conference

Loews Annapolis Hotel

Annapolis, Maryland

April 23 – 27, 2017



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”

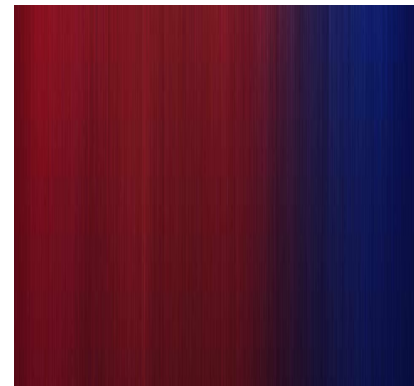


Join The National ATM Council, Inc. October 17-20th, 2016 for the

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

SPECIAL CONFERENCE PROGRAM

October 20, 2016 8am-Noon



The banner features a dark blue background with a light blue city skyline silhouette. On the left is the National ATM Council logo, a circular seal with the text 'Representing - Protecting - Serving' at the top and 'U.S. Independent ATM Operators' at the bottom, with 'NATIONAL ATM COUNCIL' in the center. To the right of the logo, the words 'ATM Security Academy' are written in large, bold, blue letters with a white outline. A large, metallic, brushed steel shield is positioned on the right side of the banner, partially overlapping the text.



CONEXXUS
solve forward



Welcome You to the Webinar!

Subject:

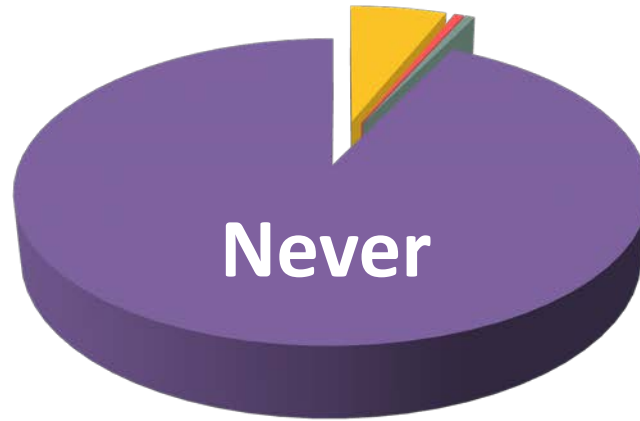
ATM Skimming Detection and Deterrence Guidance for Convenience Store Owners and Independent ATM Deployers

Conexus & NAC released full anti-skimming guidance on August 25,2016. The guide is available for download at conexus.org/wecare/atmskimming or natmc.org/retail-atm-anti-skimming-guide.html.



What is ATM Skimming?

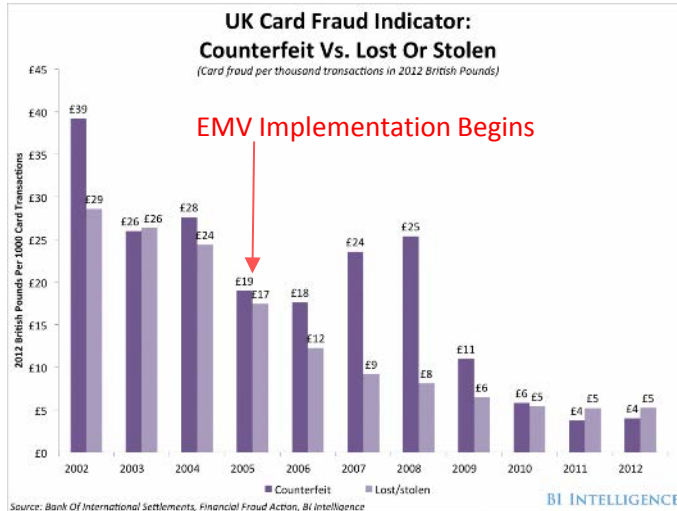
- Theft of Card Information/PIN at the ATM
- U.S. Retail ATM Skimming Survey 2016 – Performed by NAC



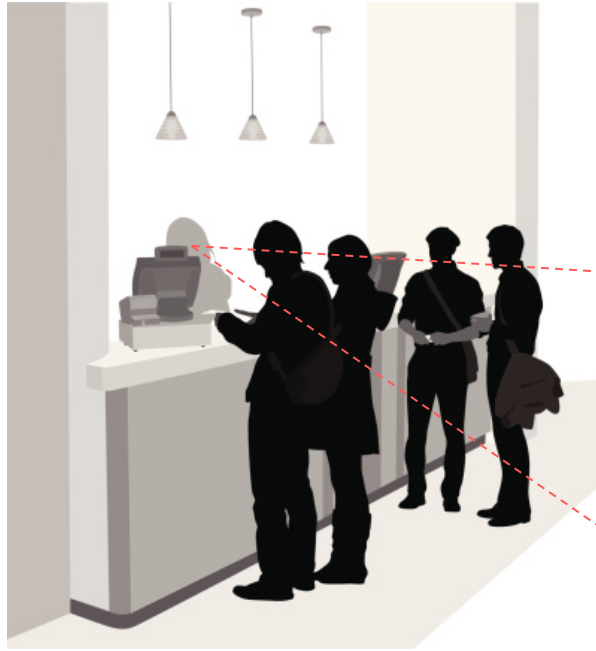
■ 1-5 Times ■ 6-10 times ■ More than 10 times ■ Never

What is the Threat to My Store ATMs?

- EMV Transition – Increased Skimming/Card Fraud
- EMV Liability Shift – October 21st 2016 for MasterCard / October 1st 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

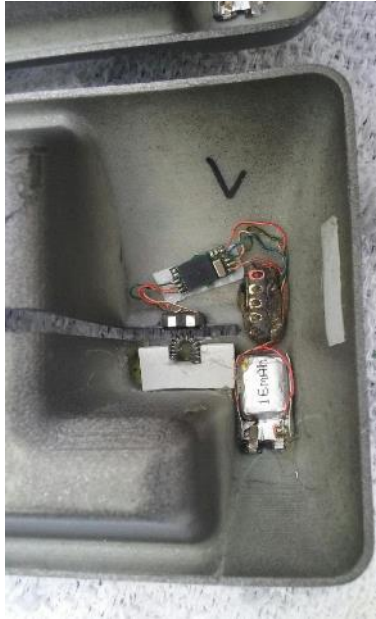


How to Maximize & Maintain a Skimming-Free Environment

- 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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