

Recommended Checklist for ABMs



Compare the device against a photograph of the device. Is anything different?

- Is there tape or sticky residue anywhere on the ABM? Look in particular at the card reader, keypad and toppers (see Figure 3).
- Does the area around the card reader, key pad or topper look 'too clean', suggesting that someone had installed additional equipment and wiped the area?
- Are there scratches anywhere on the ABM where an overlay could have been installed and then subsequently removed?
- Are the logos displayed the same as in the photograph (e.g., false toppers seem to include VISA/PLUS logos and those are not necessarily included on non-FI-owned ABMs)? Are the colours of the toppers the same as in the photograph (see Figure 2)?
- Are the lights in the ABM working? Are there any shadows in the topper where a camera could be located? (see Figure 3)
- Is the card reader the same thickness as in the photograph?
- Is the PIN pad the same thickness as in the photograph or could there be an overlay device on top of the original PIN pad? (see Figure 1)
- If a visor/shield has been installed, is it the same thickness as in the photograph?
- Are there any wires that are visible?
- Is the device in the same location or has it been moved, even slightly?
- Have you seen anyone lingering around the location that seems suspicious?

What if you discover something suspicious on or inside the device?

- Do not disturb the potential crime scene.
- Do not touch the device.
- Contact local law enforcement and your Acquirer or service provider immediately. Secure the area with caution tape and an "Out of Order" sign.

Manager: _____ Date: _____

Check the surroundings

- Are there any pin-hole cameras that could be used to capture PINs? On an adjacent wall? Inside or attached to any plaques or signage near the device (see Figures 2 and 4)?
- Are there any new brochure containers that could contain a camera?
- Are there garbage cans or other containers nearby that could contain a receiver, receiving messages from the camera?

Check surveillance cameras

- Does everything look the same now as it did on the surveillance camera images?

Speak with staff

- Were there any unusual distractions that blocked their view of the device, even for a short time?
- Was there any unusual/suspicious activity at the device?

ID for service

- Has the service staff presented identification before servicing the machine? Did they come at an agreed-upon time? Did they introduce themselves? Was there anything unusual about their visit?
- Develop and maintain logs for all service calls and visits.

See over for visual clues to look for...

**FOR MORE INFORMATION, PLEASE CONTACT
YOUR ACQUIRER OR SERVICE PROVIDER**



Visual Clues to Look For...



Here are a few examples of skimming equipment found on ABMs

Figure 1A: Card reader overlay

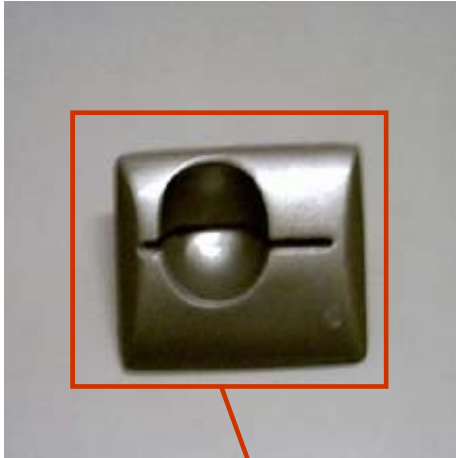


Figure 1B: A card reader overlay is installed on the ABM



Figure 2: Pin-hole camera



Figure 3: A false topper is attached to ABM to conceal a pin-hole camera



Figure 4A: An ABM monitor and pamphlet holder at the side...nothing wrong...



Figure 4B: Wait ... is it really a pamphlet holder?

