

ATM FRAUD INSPECTION GUIDE

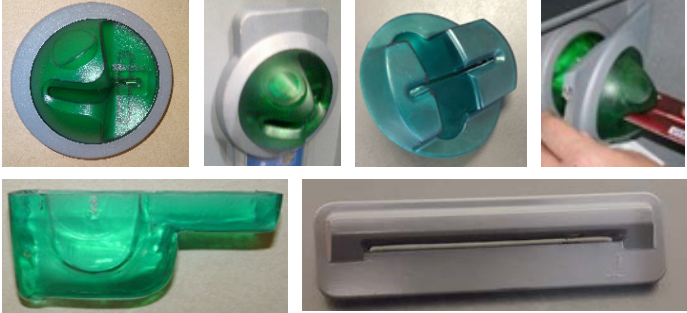
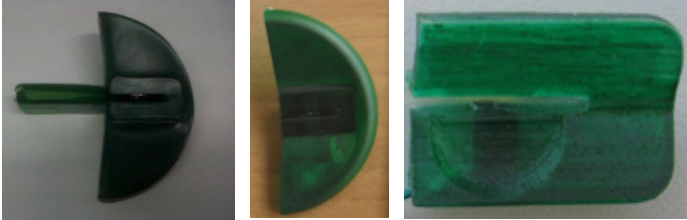




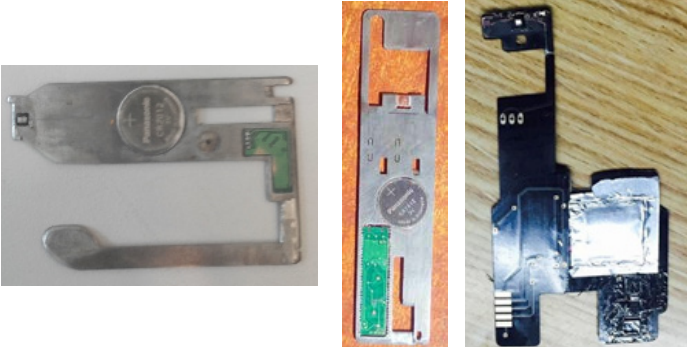

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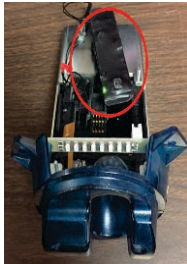







Introduction

The purpose of this guide is to inform NCR customers and Law Enforcement of areas to check for fraud devices. One thing to remember with skimming, shimming and card trapping is that unless the fraudster uses an all-in-one skimmer/camera unit, there will always be a need for the fraudster to use two devices. We would welcome a report of confirmed fraud incidents via the NCR Security Incident eReport with images sent to Global.Security@ncr.com.






AREA TO CHECK	DEVICES TO LOOK FOR	EXAMPLES	CHECKED
Card Reader Bezel	Overlay skimmer (covers full exterior portion of card reader bezel)		
Card Reader Bezel	Partial overlay skimmer (covers part of exterior portion of bezel)		
Card Reader Bezel	Insert skimmer (inside throat of card reader bezel)		


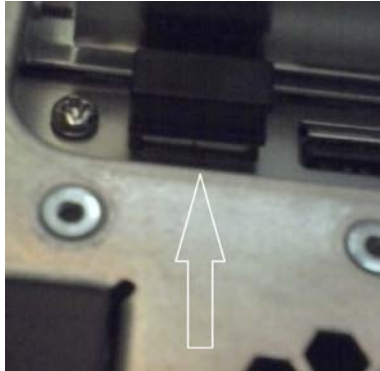

AREA TO CHECK	DEVICES TO LOOK FOR	EXAMPLES	CHECKED
Card Reader Bezel	Holes in bezel may be evidence of eavesdropping or tampering with anti-fraud solutions		
Card Reader	Deep insert skimmer (inside card reader)		
Card Reader	Shimming device (inside card reader)		



AREA TO CHECK	DEVICES TO LOOK FOR	EXAMPLES	CHECKED
Card Reader	Unauthorized connections to card reader (eavesdropping)	 	
Card Reader and Bezel	Card trapping device	 	
Fascia	False fascia, especially if fascia seems loose	 	

AREA TO CHECK	DEVICES TO LOOK FOR	EXAMPLES	CHECKED
<p>Fascia and Side Panel</p>	<p>Holes in fascia and side panel could be a sign of:</p> <ol style="list-style-type: none"> 1) Eavesdropping 2) Deep Insert removal attempt 3) Black box attack (if near EPP) 4) Anti-skimming solution tampering <p>Hole may be covered in an attempt to conceal it.</p>		
<p>Dispenser and Depository Area</p>	<p>Various camera concealments, under molding or in the space between/beside the dispenser or depository slot.</p>		

AREA TO CHECK	DEVICES TO LOOK FOR	EXAMPLES	CHECKED
Dispenser and Depository Area	Cash trapping devices		
Above Monitor	Various camera concealments attached above the monitor		
Under Monitor	Camera concealment attached to bottom of monitor		
Inset Area Above Pin Pad	In curved/angled area of certain models (e.g. 6616 and 6622e)		

AREA TO CHECK	DEVICES TO LOOK FOR	EXAMPLES	CHECKED
Pin Shield	Camera concealed under shield or shield modified to include a camera		
Fascia / Surround	Various camera concealments around fascia (could be anything unusual attached to the fascia or surround)		
Pin Pad	Pin pad overlays		
EPP	Tampering with or unauthorized removal of EPP		
Communication / Network Cabling	Unauthorized connections to network cables / router		

AREA TO CHECK	DEVICES TO LOOK FOR	EXAMPLES	CHECKED
USB hub / Dispenser Cable	Peripheral device such as a laptop or handheld mobile device attached to USB hub or dispenser cable		
Core	Unauthorized USB device, unauthorized CD ROM or hard drive compromise		
Behind Dispenser Shutter	Cash trapping device immediately behind dispenser shutter or transport		

AREA TO CHECK	DEVICES TO LOOK FOR	EXAMPLES	CHECKED
Envelope Depositories	Trapping device		
No-envelope Depositories	Trapping device		
All areas	<p>Vandalism/visible damage such as chips, cracks, tool marks, glue/tape residue, shutter or belt damage may be evidence a fraud. Vandalism that takes an ATM out of service (e.g. receipt paper jammed in card reader, glued card reader) should result in careful fraud inspection of sister ATMs.</p>		

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