







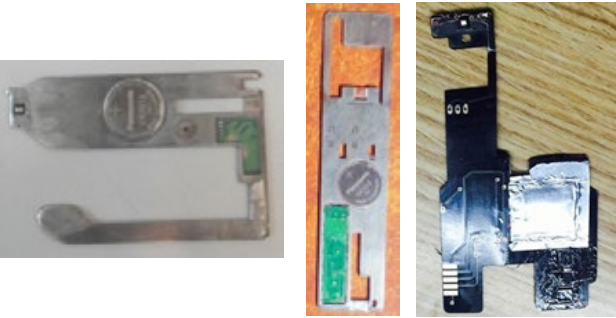

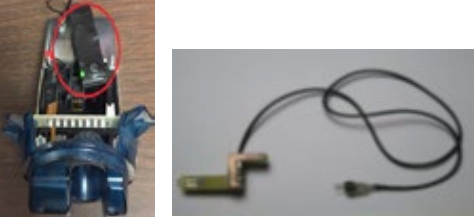
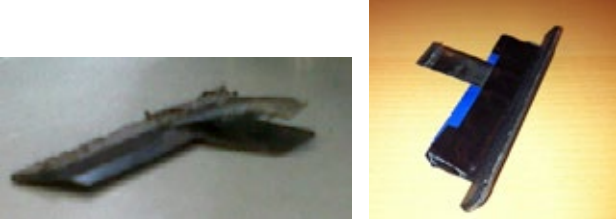

# ATM FRAUD INSPECTION GUIDE



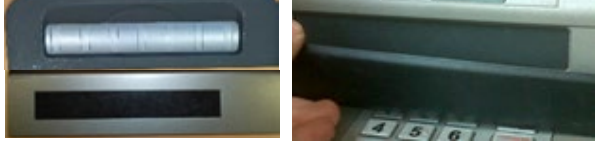



IDENTIFYING FRAUD DEVICES

# INTRODUCTION






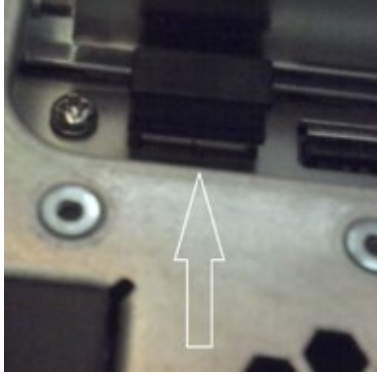

The purpose of this guide is to inform NCR customers and Law Enforcement of areas to check for fraud devices. One thing to remember with skimming, shimming and card trapping is that unless the fraudster uses an all-in-one skimmer/camera unit, there will always be a need for the fraudster to use two devices.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

Area to Check	Devices to Look for	Examples	Checked
<b>Card Reader Bezel</b>	Overlay skimmer (covers full exterior portion of card reader bezel)		
<b>Card Reader Bezel</b>	Partial overlay skimmer (covers part of exterior portion of bezel)		
<b>Card Reader Bezel</b>	Insert skimmer (inside throat of card reader bezel)		
<b>Card Reader Bezel</b>	Holes in bezel may be evidence of eavesdropping or tampering with anti-fraud solutions		

Area to Check	Devices to Look for	Examples	Checked
<b>Card Reader</b>	Deep insert skimmer (inside card reader)		
<b>Card Reader</b>	Shimming device (inside card reader)		
<b>Card Reader</b>	Unauthorized connections to card reader (eavesdropping)		
<b>Card Reader and Bezel</b>	Card trapping device		
<b>Fascia</b>	False fascia, especially if fascia seems loose		

Area to Check	Devices to Look for	Examples	Checked
<b>Fascia and Side Panel</b>	<p>Holes in fascia and side panel could be a sign of:</p> <ol style="list-style-type: none"> <li>1) Eavesdropping</li> <li>2) Deep Insert removal attempt</li> <li>3) Black box attack (if near EPP)</li> <li>4) Anti-skimming solution tampering</li> </ol> <p>Hole may be covered in an attempt to conceal it.</p>		
<b>Dispenser and Depository Area</b>	<p>Various camera concealments, under molding or in the space between/beside the dispenser or depository slot.</p>		
<b>Dispenser and Depository Area</b>	<p>Cash trapping devices</p>		
<b>Above Monitor</b>	<p>Various camera concealments attached above the monitor</p>		
<b>Under Monitor</b>	<p>Camera concealment attached to bottom of monitor</p>		
<b>Inset Area Above Pin Pad</b>	<p>In curved/angled area of certain models (e.g. 6616 and 6622e)</p>		



Area to Check	Devices to Look for	Examples	Checked
<b>Pin Shield</b>	Camera concealed under shield or shield modified to include a camera		
<b>Pin Pad</b>	Pin pad overlays		
<b>EPP</b>	Tampering with or unauthorized removal of EPP		
<b>Comm-unication/ Network Cabling</b>	Unauthorized connections to network cables / router		
<b>USB hub / Dispenser Cable</b>	Peripheral device such as a laptop or handheld mobile device attached to USB hub or dispenser cable		
<b>Core</b>	Unauthorized USB device, unauthorized CD ROM or hard drive compromise		
<b>Behind Dispenser Shutter</b>	Cash trapping device immediately behind dispenser shutter or transport		



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Printec Group is a leader in business-to-customer transaction technologies in 17 countries in Central and Eastern Europe, offering a wide range of technology solutions that help improve human interactions, making everyday life easier. Through our solutions we enable businesses to leverage innovative technology in order to provide superior customer experience while achieving operational efficiencies and regulatory compliance.

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