



# ATM SAFETY AND SECURITY ADVICE

**Engage** ATM solution providers and specialists for guidance on installing and correctly configuring any applicable hardware, firmware and software.

**Train** staff and service personnel to be vigilant in detecting any changes to the ATM which might indicate theft has been attempted. ATMs should be regularly inspected.

**Report** all instances (including failed attempts) to defraud or compromise ATMs to the appropriate law enforcement, security and ATM providers.

**Install** and monitor alarms and CCTV, ensuring that installation of the video and alarm systems minimizes the risk of tampering by perpetrators. The ATM should be installed within the space where the alarm will be triggered if someone enters that area after-hours.

**Use** surveillance cameras to record and review activity at ATMs, including vandalism or manipulation to the ATM dispenser and card reader.

Proper placement of an ATM in your business can make it more difficult for would-be criminals to access your ATMs. Unsupervised locations and locations with no effective CCTV monitoring pose a risk of being physically attacked.

## **When selecting the optimal location for an ATM, there are many considerations beyond access to an electrical outlet that should be considered:**

- Avoid installing the ATM in secluded areas. Look for a high-traffic location in the business where the ATM will be visible to customers, staff, and security cameras.
- ATMs that are secluded and out of the sightline of store staff are more vulnerable to card skimming/cloning. Secluding the ATM also makes it easier for would-be criminals to do reconnaissance for a future theft.
- Avoid installing the ATM within 10 feet of an exit, in lobbies/vestibules, etc.
- Avoid installing the ATM against glass doors and windows.
- Avoid installing the ATM against exterior walls. ATMs near doors and windows are more vulnerable to extraction thefts typically done with a vehicle and chain that are used to pull the ATM out of the business.



**Review the overall security of your store and measures taken to secure it when it is not open to the public. Review things such as:**

**Doors and Windows:**

Ensure the locks on all exterior doors are secure. Consider strengthening doors and installing anti-ram raid bollards.

**Security Cameras:**

Ensure cameras are positioned appropriately and that the camera system is in optimal working order. Confirm there is sufficient available memory to store camera recordings.

**Building Alarms:**

Install an alarm and ensure staff know how to use it and know who would respond if the alarm is triggered?

**Store Action Plan:**

Confirm staff know of all exits, and what to do in case they are in the store and witness a security incident. Ensure staff immediately call the police and write down everything they see and hear, including license plates, clothing and anything that can assist law enforcement.

**Law Enforcement:**

Ensure staff know where the nearest law enforcement station is located. Verify key holding staff have the info/tools/authority to summon law enforcement in the event of a security incident.

**Insurance:**

Ensure you have appropriate insurance to cover store damages as a result of a security incident.

