



We all work hard for our money. Stay alert and ensure that your hard-earned cash does not end up in a criminal's pocket.

ATMs are a favourite target for criminals due to their increased usage and accessibility to customers. Their modus operandi involves various scams, including shoulder surfing, card skimming, swapping of cards and trapping cards inside ATMs.

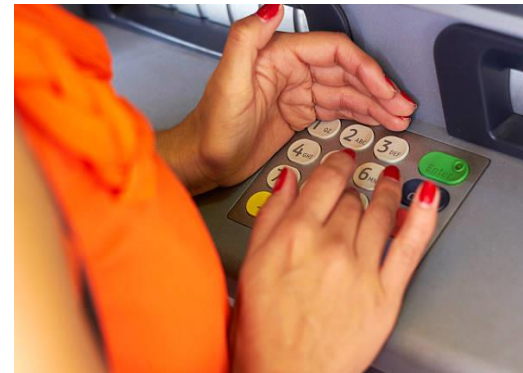
Card Swapping

The victim is distracted while the card is swapped, usually after inserting their PIN. One of the criminals will have shoulder surfed the PIN before the card swap.

Skimming

A person claiming to be a bank employee approaches the victim and requests they 'reactivate' their card by swiping it through the hand-held (skimming) device. A second or third person often loiters around the ATM, shoulder-surfing for the PIN.

In some cases, the ATM card reader entry slot is damaged. The victim will struggle to insert their card, and the criminal will then approach the victim and take the ATM card from the victim or escort the victim to another ATM to attempt the withdrawal. While on their way to the second ATM, the criminal gets hold of the card, which is then skimmed. The victim is handed back the original card.



ATM-mounted Skimming

A skimming device is mounted over the ATM card slot. The false reader in the skimming device acquires the magnetic strip data, and the PIN is compromised using a camera containing the skimming device installed in the mould.

ATM Safety Tips

- Follow the instructions on the ATM screen carefully
- Be aware of your surroundings and leave if you notice anyone loitering suspiciously
- If your card does not go in smoothly, do not force it in - leave the ATM immediately
- If your card is swallowed, cancel your card before you leave the ATM
- Key in your PIN so that no one else can see
- Never let anyone stand close to you while using the ATM
- Leave immediately after using the ATM and ensure you are not followed after making a withdrawal



Don't flash your cash!

Carry as little cash as possible, and don't allow bystanders to see how much cash you have in your wallet. If you must withdraw a large amount of cash from the ATM or bank, be aware of strangers following you. Consider doing payments and transfers electronically. Avoid doing large cash transactions over month-end when criminals are most active.

#SafetyFirst

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