



CASH MACHINE CRIMINALS OPERATE 24 HOURS A DAY

Shield your PIN | Don't get distracted | Report incidents promptly



Using a cash machine is a very safe way of withdrawing cash but they are sometimes the focus of criminal activity. Following the common sense advice on this leaflet will reduce your chances of being a victim of this type of fraud.

CHOOSING A CASH MACHINE

- Be alert and put your personal safety first.
- If there is anything unusual about the cash machine or there are signs of tampering, do not use it and report it to the bank as soon as possible.

USING A CASH MACHINE

- If someone is behaving suspiciously or watching you, cancel the transaction and go to another machine.
- Don't get distracted. Be particularly cautious if 'well-meaning' strangers try to distract you or offer to help you.
- Shield your PIN. Stand close to the cash machine and always use your free hand to shield the keypad to prevent any prying eyes or hidden cameras seeing your PIN.

LEAVING A CASH MACHINE

- On completing a transaction, discreetly put your money and card away before leaving the cash machine.
- Report incidents promptly. Make sure you store your bank's phone number in your mobile. If your card is retained by the cash machine or your money is not dispensed, report the incident to your bank immediately, ideally using your mobile phone while you are still by the machine.
- Destroy or preferably shred your cash machine receipt, mini-statement or balance enquiry when you dispose of them.