

# ATM SAFETY & SECURITY



## APPROACHING THE ATM

- At a drive-up ATM, keep all windows closed, except the one you are using, and all vehicle doors locked. Keep the vehicle running and be watchful of the vehicle's front, rear and sides. If someone approaches your vehicle on foot, cancel the transaction and leave.
- If you drive to an ATM and then exit your vehicle to use it, lock all vehicle doors after you exit. Then, keep your keys handy so you can re-enter your vehicle quickly after completing your transaction.
- When approaching an ATM, be alert for anything suspicious, especially two or more people in a nearby vehicle — particularly if no one else is at the ATM — or if someone appears to be “hanging” around the area.
- Never approach an ATM if the lights at the site are not working.
- Avoid using ATMs obscured by bushes, particularly after dark. Teach your children about non-violent conflict resolution at an early age. Do not wait to discuss it until after they have demonstrated violent behavior.

*Robbery of a person using an automated teller machine is the most serious public safety concern related to ATMs.*

*The typical ATM user leaves the machine with cash in hand. The typical robber knows this. In addition, if an individual is the victim of an ATM robbery, other personal property, such as wallets, purses, credit cards and jewelry, often will be taken.*

## USING THE ATM

- When waiting in line to use an ATM, wait well behind the person(s) ahead of you, and do not approach until they complete their transaction.
- Before you approach an ATM, have your card ready; know your PIN or access code.
- Protect your Personal Identification Number. Memorize your PIN. Do not write your PIN on your ATM card or carry your PIN in your wallet or purse.
- When using an ATM, you should stand directly in front of the keyboard to block the view of others.
- Do not enter the PIN if anyone else can see the screen.
- Never accept offers of assistance with an ATM from strangers. If you are having problems, contact your financial institution.
- Never tell your access code or PIN to anyone!
- When your ATM transaction is completed, immediately take your property — card, receipt, money, etc. — put them in your pocket, wallet or purse and leave immediately. Never stand and count your money. You can count it later. If your transaction is inaccurate, you cannot discuss it with the machine anyway.
- ATM robberies often occur after the patron has completed a transaction. Always have your head up and be aware of your surroundings when you leave an ATM. If you feel or sense someone following you, walk or drive to the nearest open business or an area with a lot of people and call the police.
- If you lose, misplace or have your ATM card stolen, notify the card issuer immediately.
- Never lend your ATM card to anyone! Treat it like cash or a credit card.