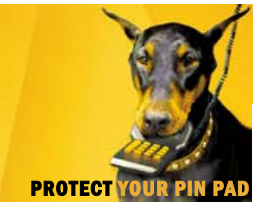
Recommended Checklist for Standalone Point of Sales Terminals at Retail Locations



Manager: _____ Date: _____

Check the standalone point of sale terminal

- ❑ Is there more than one read head in the card reader?
- ❑ Does the area around the card reader look like it has been wiped clean?
- ❑ Has the terminal been tampered with or opened?
- ❑ Does there appear to be a broken PORT (see Figure 5A)?
- ❑ If your terminals have security seals have they been punctured or appear to have been creased/folded or cut?
- ❑ Was your terminal found at the same spot/location from the previous day?

Check the surrounding area for pin-hole cameras

- ❑ Are there any cameras that could be used to capture PINs in the following locations?

- In the ceiling (see Figure 3A)
- On adjacent walls, plaques or signs
- In any brochure containers or personal items
- In the displays behind the cash desk
- In a cigarette package or other sales product
- At least once a week, check behind the ceiling panels above the PIN pad where camera equipment could be installed. Are there any extra wires? Check storage areas, washrooms and other low traffic areas behind the sales area. Are there any extra wires? Are there any recording devices such as MP3 players, flash drives, DVDs or VCRs?

Suggestions for added security

- If possible lock up the POS terminal at the end of the day
- Password protect and shut down the terminal every day
- Record serial numbers of PIN pad and terminal to ensure it is the same device

Educate staff

- ❑ Were there any unusual distractions? Was there any unusual activity you noticed?
- ❑ Hand PIN pad to customers only for PIN entry.
- ❑ Scratch test - some merchants have chosen to put a unique mark on PIN pads to recognize their own device.

Check surveillance cameras

- ❑ Does everything look the same today as it did in previous surveillance footage?

Service Staff Identification

- ❑ Did service staff present identification before servicing the device? Did service staff arrive at an agreed-upon time? Did they introduce themselves? Was there anything unusual about their visit?
- ❑ Develop and maintain logs for all service calls and visitors.

See over for visual clues to look for...

FOR MORE INFORMATION, PLEASE CONTACT YOUR ACQUIRER OR SERVICE PROVIDER

Visual Clues to Look For...

PROTECT YOUR PIN PAD

Be aware:

- Two or more people shopping together
- Buying bulky items
- Switching legitimate PIN pad with fake
- Know the location of your PIN pad at all times
- Make sure the PIN pad is secured when unattended

Figure 1: Footage of fraudsters switching PIN pads at a merchant location.

Figure 2: Card skimming devices may be very small – make sure to look for them under counters and behind cash registers. They may even be carried by employees.

Figure 3A: Pin-hole cameras in ceiling tiles.

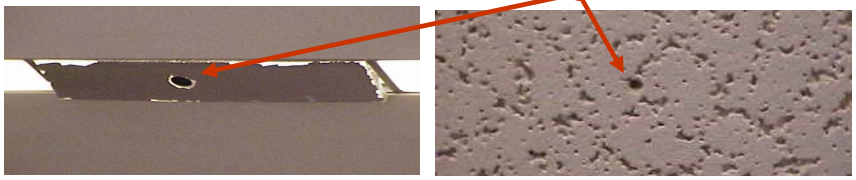


Figure 3B: Wires in ceiling tile.

Figure 4: Keycatcher - this is a device that can be connected to a keyboard to record all the keystrokes.

Figure 5A: Unauthorized external cable/ broken port.

Figure 5B: Tampered security seal.

Figure 5C: After removal of security seal.

What if you discover something suspicious on or inside the device?

- Do not disturb the potential crime scene.
- Carefully move any PIN pads to a secure area.
- Contact local law enforcement and your Acquirer immediately (process to be defined by each merchant - could be corporate security, local law enforcement and your Acquirer).