

NCR ATM Security Update

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Increase of Physical Attacks in the USA New guidance and recommendations from NCR

Over the past few months, NCR has seen a significant increase in the frequency of physical attacks on ATMs. While initially isolated in some areas, we are seeing these attacks now occurring country-wide, with increased frequency and with new attack techniques.

The attack vectors that we have witnessed include:

ATM Safe Door Attacks: These are attacks where heavy-duty vehicles are being used to attach hooks / chains to the ATM safe door, then drive off at high speed to attempt to pull the door off.

ATM Explosions: We are seeing a rise in cases where explosives are being used at ATMs. These include explosives designed to breach the safe, as well as explosive attacks for the purposes of vandalism. Both forms of attack have increased over the summer and throughout the period of civil unrest, mass public protests and gatherings in the US.

ATM Pull Out Attacks: We continue to see cases where smaller footprint ATM's are being pulled from their base fixings and completely removed to be breached elsewhere.

In acknowledgement to these situations NCR would like to provide the following updates and guidance:

In response to Safe Door attacks, specifically for Standalone Drive-up ATM's , which situated in high risk placements, NCR have released...

1. **Safe Slot Reinforcement kits** that remove the areas where hooks can be inserted into the ATM.
2. NCR also recommends that customers should consider **additional physical barriers** for their ATMS to provide a highly visible defense and make the ATM less accessible. NCR have collaborated with a third party to provide a solution which will serve this purpose. This solution is Security Gates which span the width of the unit and offer a strong physical barrier in front of the ATM
3. Cash degradation systems in the form of **Ink Solutions** which will ultimately "spoil the prize" and permanently stain the banknotes to reduce their value if unit is attacked, can also be considered for new and existing installations.

In response to Explosive attacks, NCR have released **CEN 3 Certified gas/ explosive resistant safes** for new island Drive-up units. Ink staining solutions are also recommended as a counterattack to this MO and can be deployed in new and existing ATM installations.

To Counteract Pull-out attacks, the deployment of ink staining solutions as well as anchoring systems can help deter criminals from attempting these types of attacks. Also the heavier CEN 3 safes and Security gates can act as visual deterrents.

The details on these responses can be found in a new NCR Secure® Whitepaper which can be found on ncr.com or [accessed here](#).

To provide additional information about these situations, NCR will be hosting an informational webinar on October 29, 2020 at 10:00 AM US Eastern Time. [Click here to register for this webinar](#)

For any other questions or if you need further information on these topics please contact your NCR Representative.

Contacts

ATM Crime Reporting: Global.Security@ncr.com

Self-Service Security Solutions and Best Practice: NCRSelf-Service.security@ncr.com