

NCR ATM Security Update

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REV: 1

Increase of Physical Attacks in the South East Asia Region

New guidance and recommendations from NCR

Over the past months, NCR has seen a significant increase in the frequency of physical attacks on ATMs in the South East Asia Region. In 2 months, 5 attacks have been reported to our global security teams which include:

ATM Cutting/ In-Situ Attacks: These are attacks where tools (crowbars, power tools, acetylene torches, etc) have been used to try and cut the door away from the safe and expose the contents of the safe. The unit is not moved from its location but, with the right tools and time, criminals have been able to successfully compromise the safe. Such attacks have been reported in Indonesia.

ATM Explosions: We are seeing a rise in cases where explosives are being used designed to breach the ATM's safe. We understand that gas has been the explosive substance of choice. Such attacks have been reported in India.

In acknowledgement of these situations, NCR provides the following updates and guidance:

1. Deploy an **active alarms system**. NCR provides Standard and High security alarms which are comprised of several sensors and switches to supply different signals depending on which alarm feature is selected.

With NCR's alarms, the security enclosure door has additional protection through the heat sensor and the vibration detector that will trigger an alert in the event of a cutting or in-situ tool attack. The High Security Alarms option also has a seismic detector to allow more sophisticated monitoring for explosive or cutting attacks.

Regardless of whether a customer uses NCR's alarms options or a third-party solution, it needs to ensure the alarm is connected to an external alarms panel to send alerts and, ideally, use a siren to inform the criminals the alarm has been activated.

2. **High security safes.** NCR offers 3 levels of CEN certified safes - CEN 1, CEN 3 and CEN 4. The latter 2 also have GAS/EX variants which offer gas and solid explosives resistance. The high security safes (CEN 3/ CEN 4) should be considered for new installs, especially those in standalone, off-premise locations, which may not benefit from the holistic security of a branch environment. High security safes have different design intent and have greater resistance in tool attacks.

3. For units currently installed, and where a new safe is not an option, **safe surrounds** may be an alternative to help prevent against cutting attacks. NCR is currently evaluating a design from one of our reputable suppliers and will provide an update when available.

4. **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, which may be at threat of cutting or explosive attacks.

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

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

Contacts

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