

# NCR ATM Security Update

**DATE:** December 2019

**INCIDENT NO:** 2019-10

**REV:** #1

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## Combination Lock Filming

### Summary

NCR is aware of a new attack vector carried out on mainland Europe where the criminal plants a covert video camera on the ATM with viewing angle covering the combination lock dial or pin pad. The purpose of the attack is to observe and record the safe combination entry. It does not target ATM users. In this specific attack, the equipment is concealed such that it is not visible from the outside the ATM, nor is it obvious to replenishment and maintenance personnel.

This alert is a general warning to replenishment and maintenance personnel to take care when entering sensitive lock data, and to be aware that this type of attack had been attempted in Europe. Specific countries where attempts have been made are not being disclosed. NCR does not plan any product retrofits as a result of these attempts. Appropriate care and attention by replenishment and maintenance personnel during sensitive lock information entry should be sufficient to prevent this type of crime.

### Guidance and recommendations

Whilst this is a challenging crime to defend against, NCR would recommend the following;

- Covert cameras can be installed either directly on the ATM, or near the ATM. Replenishment and maintenance personnel should be aware of the risk of hidden cameras of observation and take care should be taken to ensure that entry of sensitive data cannot be observed.
- In line with the advice given to protect the Card PIN in a card transaction, it is recommended that the safe dial, or pin pad, is covered by hand when entering any static access codes.
- Safes with a static access code should employ a secondary access mechanism that does not use a static access code e.g. a physical key, unique to the safe.
- Customers should periodically change static-safe door access codes and have an actionable policy supporting this.
- Customers should consider One Time Code functionality for safe access.

- ATM's should be regularly inspected for foreign objects and unauthorized access to the semi-secure cosmetic front access panel covering the safe door.

## Contacts

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Please contact your NCR Account Manager if you have any questions or need additional information.