

CASH MACHINES



FIRST PRINCIPLE

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Our Priority is You



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Top Tips

- **Think about where and when you use a cash machine, preferably use an indoor machine**
- **Don't let anyone distract you**
- **Be aware of anything unusual when you insert your card**
- **Report lost or stolen cards immediately**

Cash machines are an ideal opportunity for thieves to steal withdrawn funds/cards or record your Personal Identity Number (PIN) to gain access to your account.

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There are a number of things you can do to protect your card when withdrawing cash.

- Avoid using a cash point late at night or in a deserted street and be aware of your surroundings.
- Be quick and leave the cash point as soon as you have completed the transaction.
- Cover your PIN when entering it so that no one else can see it. An easy way to do this is to use your purse or wallet to cover your hand.
- Once you've completed a transaction, put your money and card away before leaving the cash machine. Don't count money in the street. If the cash machine doesn't return your card, report it immediately to your card company. Make sure you have a note of your bank's details in case your card does go missing.

Devices

Thieves use portable devices,

which are attached to the outside of the cash machines to clone your cash card. The devices give the normal appearance of a machine frontage and are stuck onto the machine.

Cameras are also used, often hidden in leaflet holders. Check for anything abnormal or suspicious. If you have any doubt, use another machine.

If you spot anything unusual about the cash machine, or if there are signs of tampering, don't use it. Report it to the bank concerned immediately.

Scams

Thieves can operate in groups at cash machines using diversionary tactics i.e. tapping you on the shoulder and asking if you have dropped some money while a second person takes your card and/or money.

Be alert. If someone is crowding or watching you, cancel the transaction and go to another machine. Don't accept help from seemingly well-meaning strangers and never allow yourself to be distracted.

For more information visit the Financial Fraud Action UK website

www.financialfraudaction.org.uk/

First Principle: Related links

Ask the Police

Official Police Resource. The Ask the Police website provides you with information on a wide range of non-emergency policing matters.

askthe.police.uk

Secured by Design

Official UK Police initiative that combines the principles of 'designing out crime' with physical security.

securedbydesign.com

Sold Secure

Dedicated to reducing the risk of crime by assessment of security products.

<https://www.soldsecure.com/>

Crimestoppers

An independent charity that gives people the power to speak up to stop crime 100% anonymously, by phone 0800 555 111 or online.

<https://crimestoppers-uk.org/>

Victim Support

Covering the whole of Norfolk and Suffolk, a free, confidential support service specifically designed to help victims and witnesses of any crime.

Contact us on:

Phone: 0300 303 3706 (weekdays between 8am-5pm)

Email: nsvictimcare@victimsupport.org.uk

Web: www.nsvictimcare.org

Socials: @nsvictimcare

Call us on 101. Always dial 999 in an emergency

To see the full range of information go to:

suffolk.police.uk/firstprinciple or

norfolk.police.uk/firstprinciple

Or alternatively use your mobile phone to scan this QR code.

