



# Independent Bankers Association of Texas

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### Compliance Tools

#### ATM Safety Notice Sample

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This sample notice was created with guidance set forth in Title 7. Banking and Securities, Part 1. Finance Commission of Texas, Chapter 3. State Bank Regulation, Subchapter E. Banking House and Other Facilities 7 TAC §3.92. Click [here](#) to read the guidance.

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# ATM SAFETY NOTICE

1. At ATMs:
  - Be aware of your surroundings and exercise caution when withdrawing funds.
  - Inspect ATMs for tampering/unauthorized attachments that capture information.
  - Put cash away immediately.
  - Don't count cash until you're in a locked, secure location (i.e. your car or home)
  - Make sure no one is watching you enter your PIN/security code.
2. Protect your ATM/debit card:
  - Treat your card as if it were cash
  - Safety envelopes may prevent unauthorized scanning of debit cards with imbedded chips.
3. Report lost or stolen ATM/debit card to XXXBank:
  - Call (000)000-0000 to report loss/theft. Your liability may increase the longer the loss/theft goes unreported.
  - Obtain a new card and PIN/security code.
  - If your checkbook, social security card/number, driver's license/number, etc. was lost/stolen, close your account and open a new one.
4. If a crime/suspicious activity is observed at the ATM, file a report with local law enforcement where the crime/suspicious activity occurred. Obtain/Retain a copy of the report.
5. If you see suspicious persons/circumstances:
  - Do not use the ATM at that time.
  - If you began a transaction, cancel it, take your card, and leave.
  - Come back another time or use a different ATM.
6. Store ATM receipts in a secure location or shred them.
7. Do not give information about your card/personal identification over the telephone or the internet; unless it is a trusted merchant that you initiated a transaction.
8. Review your bank statements immediately and periodically review your account. Compare your ATM receipts against your statement/online banking account.
9. When finished using a card online, log out of the website rather than merely closing the web browser.

