PROTECT YOUR CREDIT CARD TERMINALS/DEVICES FROM ILLEGAL TAMPERING

KEEP YOUR EQUIPMENT SAFE

There are several steps you can take to block thieves from tampering with your credit card terminals.

- Track and monitor all terminals
- Simple abnormalities – a missing seal or screw, or extra wiring or holes. Also, be on the look-out for added labels, decals, or other materials that may be masking damage inflicted by tampering.
- Routinely inspect the terminals.
- At a minimum, answer these questions:
  - Is the terminal where it's supposed to be?
  - Is the manufacturer name and/or model number correct? Merchants must maintain a record of all serial and model numbers.
  - Is the terminal serial number correct?
  - Is the color and condition of the terminal what you expect? Are there any additional marks or scratches – especially around the seams or terminal display?
  - Is the number of connections going to and from the terminal what you expect?

EDUCATE YOUR EMPLOYEES

- Teach your staff how to spot signs of equipment tampering.
- Ensure that tampering prevention is a priority that is shared by your staff.
- Allow only authorized service personnel to repair or modify the terminals.

IF YOU SUSPECT TAMPERING

- Be sure you have an Incident Response Plan, with applicable, contact names, telephone numbers.

Examples of Terminal Tampering from the PCI Security Standards Council:

1. Terminals will have a sticker attached to the underside, which provides details of the product and will include a serial number. As part of your regular checks, note the serial number. Additionally, run your finger along the label to check that it is not hiding a compromise.

2. Staff should also be aware of the addition of keypad overlays. An overlay can be a small sticker that forms to the device and covers the keyboard area. Overlays may hide damage due to tampering or wires that can allow for keyboard logging. Overlays should not be used.

3. Changes to terminal connections can be difficult to see. In these images, the criminals completely changed the cable used to connect the terminal to be the base unit. The cable was used to capture card data.