

## **Important tips to protect yourself and to protect your customer:**

- ▶ Inspect the POS devices at the beginning and end of each day for signs of tampering & for anything unusual and to ensure adequate protection to prevent tampering occurrence.
- ▶ Safeguard the equipment in the POS area, to install own security cameras and to perform regular checks of the POS area for potential hidden cameras or unauthorized recording devices.
- ▶ Ensure that routers and firewalls configurations are checked at least on quarterly basis by qualified IT personnel.
- ▶ Always check the response displayed for a POS transaction processing prior to delivering services/orders/goods.

## **Important tips to protect yourself and to protect your customer:**

- ▶ Remind your customers to hide their PIN when entering it on the POS at every opportunity and to take their card when the transaction is completed.
- ▶ Request for a PIN Pad be provided if the POS cannot be located near the customer, or a longer cable for POS be installed, so that cardholders can input their PIN without being seen by other clients and/or cashier.

## **Important tips to protect yourself and to protect your customer:**

- ▶ Know your employees - exercise due diligence when hiring staff and countercheck referrals provided. Control or limit access to payment systems to only authorised employees.
- ▶ Ensure that employees have proper training to recognize and prevent POS equipment tampering.
- ▶ Talk to your POS service provider about other steps you can take to prevent fraud from happening at your location.

***For any further queries or assistance, please contact your bank.***

### **Caution:**

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