

Crime Prevention – Safe Use of ATM Machines

The following guidelines have been produced by SIBS the operators of ATM machines in Portugal and the GNR regarding the safe use of ATM machines. Please follow these carefully to reduce the risk of becoming a victim of crime.

Choosing an ATM Machine

- Put your safety first. Avoid using the EFTPOS network at night time and in isolated or dimly lit areas. Before approaching a MULTIBANCO, take care to observe people who are nearby. If you realize that someone is behaving suspiciously or it raises a feeling of distrust, choose another MULTIBANCO.
- Whenever possible, use the same MULTIBANCO so you can detect any change in the machine.
- If you notice that the machine has foreign objects in the card reader or keyboard, an unusual mode of operation or signs of vandalism or tampering, do not use and immediately report these facts to SIBS by telephone at: 808 201 251 (free), or 217 813 080 or to the police.

The use of an ATM

- Observe that other users are not close to you to ensure privacy when inputting your secret pin code.
- It is recommended that you keep a distance of at least two meters from the user until they have completed their transaction
- When you start using EFTPOS, make sure that the person who is behind it remains the recommended distance and not let anyone distract you when you are using EFTPOS.
- Be aware of surroundings. If you notice someone very close to you or that you are being observed, immediately cancel the transaction and go to another MULTIBANCO.
- Never force the card into the reader.

- Never enter the secret code before receiving this indication on the screen.
- Keep up with the EFTPOS and cover the keyboard with your own body; always enter the secret code covering the keypad with your other hand. It should also ensure that it is in proper conditions of privacy, protecting your typing from the gaze of others or camera equipment.
- If in the course of a transaction, you notice that the machine is not working regularly or provides unusual instructions, cancel the transaction and report the facts to your bank.
- If the card is retained in the machine, immediately inform your bank. Do not accept help from strangers "good intentions".

Leaving the ATM

- After completing the transaction, safe guard your money and card discreetly before leaving the EFTPOS.
- Do not stay at the EFTPOS counting and manipulating the notes;
- If you suspect any illegal activity, leave the area casually and report your suspicions to police.

Posted: [Safe Communities Algarve – 24th February 2012](#)