

## Staying Secure at ATM's

LINK is the UK's cash machine network, providing you with access to your cash. The number of free machines is at an all time high, and to help you manage your money effectively you can also check your balance free of charge at any LINK machine.

Despite some recent high-profile incidents, cash machine crime is very uncommon. LINK have provided a number of simple steps which all cardholders can take to help fight ATM crime :

- Scan the whole ATM area before you approach it. Avoid using the ATM if there are suspicious-looking individuals around.
- Check to see if anything looks unusual or suspicious about the ATM showing it might have been tampered with.
- If it appears to have any attachments to the card slot, cash slot or key pad, do not use it and if possible alert nearby staff or call the police.
- **Stand close to the ATM and shield the keypad with your hand when keying in your PIN.**
- If your card gets jammed or retained by the machine or no cash comes out, report this immediately to your bank or building society, ideally using your mobile phone while you are still in front of the machine. Check that others in the queue keep a good distance from you.
- Keep your PIN secret. Never reveal your PIN to anyone, not to someone claiming to be from your bank, the police and especially not to a "helpful" stranger.
- Be especially cautious if strangers try to distract you or offer to help at an ATM, even if your card is stuck or you are experiencing difficulty with the transaction.
- Regularly check your account balance and keep your receipt to check against your statement.

If you think that you may have been victim to an ATM crime, contact the police.

For further information about ATMs visit LINK's website : <http://www.link.co.uk/>