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# INCIDENT REPORT

**Hitachi Payment Services Pvt. Ltd.**

Incident Details
Date: 29 <sup>th</sup> Jan. 2023
Time: 15:41:49.
Bank: PNB.
Site ID: N1783800.
Address: BO: JAMALPUR ALBERT ROAD JAMALPUR DISTT MUNGER 811214
City: Mugger
State: Bihar
Incident Type
Status: Vandalism.
Loss if Any: -

Alert Details	29-01-23	15:41:51	Monitoring team receive hood door alert.
	29-01-23	15:42:55	According to live view, CME observed that no one is present at the site and the Hood Door is also closed, so based on observation team closed the alert as per live no issue at the site.
Monitoring Team- Activity Details	23-02-23	14:31:00	Monitoring has received information that the vandalism happened at the site.
	23-02-23	14:32:00	Team tried to check playback, but due to network fluctuation, they were unable to do.
	23-02-23	14:35:00	Arranged Engineer at site, to retrieve the fooatge.
	26-02-23	12:40:00	Our engineer visited the site, and he retrieved the footage.
	23-02-23	14:59:57	Based on the footage, Team has shared information.

## Playback Observation :

Sr. No	Date	Time	Description
1	29-01-2023	15:40:27	Culprit enter the premises and pretend to do transaction.
2	29-01-2023	15:41:49	With the help of key the culprit has open the hood door.
3	29-01-2023	15:41:49	Then the culprit removed the card reader and placed it in hood door.
4	29-01-2023	15:42:40	Then the culprit left the premises.
5	29-01-2023	16:01:49	Again the culprit enter the premises and pretend to do transaction in front of customer.
6	29-01-2023	16:07:55	Then the culprit left the premises.
7	29-01-2023	16:08:12	After that again culprit enter the premises and remove card from the hood door.
8	29-01-2023	16:08:20	Then the culprit left the premises.

## Root cause Analysis :

After getting such information about the incident, Team checked the playback.

## Transaction Details :

Date	Time	Description
29-01-2023	15:52:29	After that, one lady customer tried to make the transaction, and his card got stuck in the machine after that culprit has taken his card from the ATM Machine.
29-01-2023	-	8 customers tried to insert cards, but their cards going inside the card reader, so they didn't make the transaction and left the premises.
29-01-2023	-	4 customer tried to make the transaction, and his card got stuck in the machine.

## RA Details :

Date	Time	Description
29-01-2023	20:57:46	RA Visited the site.
29-01-2023	28:58:15	Then he pull down the shutter.

# Incident – Snapshots:-





# Incident – Snapshots:-



## Customer Cash Stuck Snapshots:







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**Thank You**

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