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# INCIDENT REPORT

**Hitachi Payment Services Pvt. Ltd.**

Incident Details
Date: 20 <sup>th</sup> Feb. 2023
Time: 19:49:57.
Bank: PNB.
Site ID: N1872200.
Address: PNB ATM VIDYADHAR ENCLAVE-II,DUKAN NO-G7.
City: Ajmer
State: Rajasthan
Incident Type
Status: Vandalism (Shutter Assembly).
Loss if Any: -

Alerts Details	22-02-2023 11:00:- We received information that the shutter tempering happen at site.
	There are no sensor's on the shutter to deter tampering of the ATM.
Monitoring Team- Activity Details	22-02-2023 11:00:- After getting information on shutter tempering, team checked the footage.
	Based on the footage, the team has shared information.

## Playback Observation :

Sr. No	Date	Time	Description
1	20-02-2023	19:46:08	Culprit enter the premises and pretend to do transaction. (First Culprit)
2	20-02-2023	19:46:53	Customer entered the premises for the purpose of doing a transaction, Hence the culprit left the premises at 19:47:21
3	20-02-2023	19:48:37	Again, the culprit enters the premises and pretends to conduct a transaction.
4	20-02-2023	19:49:25	Second culprit enters the premises.
5	20-02-2023	19:49:57	Culprit has inserted some equipment into the cash dispenser. (Second culprit)
6	20-02-2023	19:50:21	After that, they left the premises.
7	20-02-2023	20:14:43	Again, the culprits enter the premises.
8	20-02-2023	20:14:50	With the help of a screwdriver, the culprit has damaged the cash dispenser. (First culprit).
9	20-02-2023	20:15:55	Then the culprit removes the cash and equipment from the dispenser.
10	20-02-2023	20:17:46	After that, they left the premises.

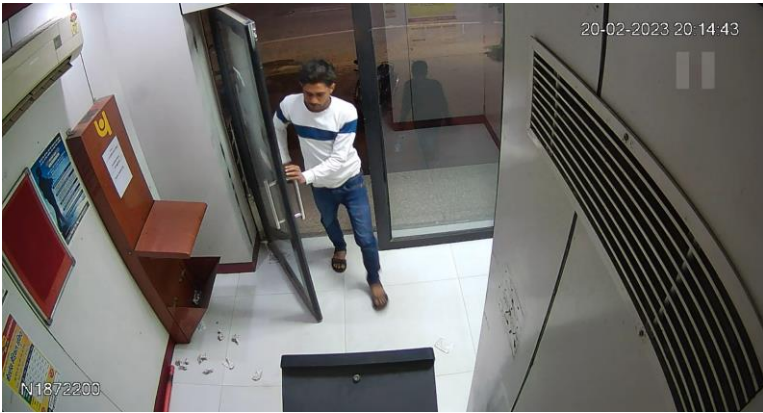
## Transaction Details :

Date	Time	Description
20-02-2023		Two Customers attempted to make the transaction but were unable to do, so he left the premises.
20-02-2023	21:02:51	After that customers are unable to do the transaction, so they left the premises.

## Root Cause Analysis :

After getting such information about the incident, we have checked the playback.

# Incident – Snapshots:-





# Incident – Snapshots:-



## Customer Cash Stuck Snapshots:





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**Thank You**

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