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CASH & DIGITAL PAYMENT SOLUTIONS

INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details
Date: 01 st Feb. 2023.
Time: 12:35:54.
Bank: PNB.
Site ID: N7327900.
Address: Railway Road, Jind - 126102.
City: Jind.
State: Haryana.
Incident Type
Status: Vandalism (Shutter Assembly).
Loss if Any: -

	Date	Time	Description
Alert Details	15-02-23	13:55:00	Team received information that the shutter tampering happened at site.
	15-02-23	-	No sensor is installed on the dispenser, so we didn't receive any alerts.
Monitoring Team- Activity Details	15-02-23	13:55:00	Monitoring Team receive information that the shutter tampering happened at site.
	15-02-23	13:56:00	After receiving information on shutter tampering, team checked the playback.
	15-02-23		Based on footage , team shared information.

Playback Observation :

Sr. No	Date	Time	Description
1	01-02-2023	12:35:47	Culprits enters the premises.
2	01-02-2023	12:35:54	The culprit used a screwdriver to damage the cash dispenser, and other culprits were looking outside.
3	01-02-2023	12:36:06	Culprit placed some equipment in the cash dispenser..
4	01-02-2023	12:36:24	Culprit left the premises.
5	01-02-2023	12:45:29	Again the culprit enters the premises and pretend to do transaction.
6	01-02-2023	12:46:20	Then the culprit inserted his hand into the cash dispenser and removed that equipment.
7	01-02-2023	12:46:28	After that culprit removes cash from the cash dispenser.
8	01-02-2023	12:50:17	Then he left the premises.

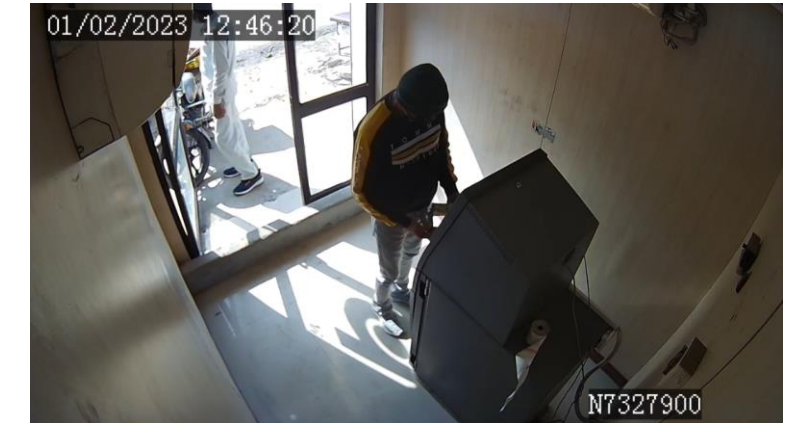
Transaction Details :

Date	Time	Description
01-02-2023	12:40:15	Customer attempted to do the transaction but were unable to do, so he left the premises.

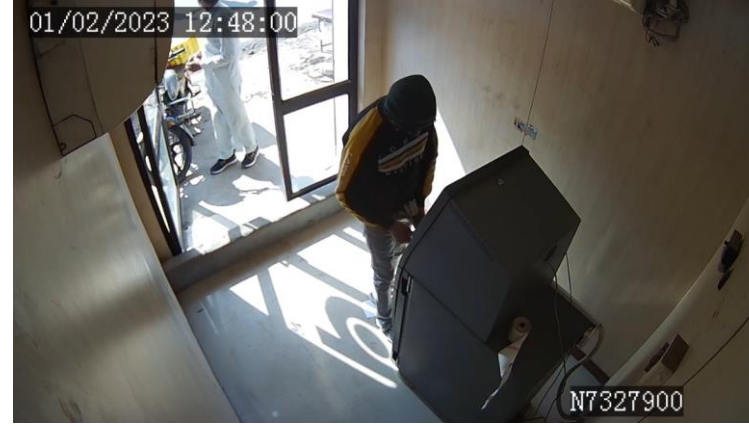
Root Cause Analysis

Date	Time	Description
01-02-2023		Monitoring team received information that the shutter tampering happened on site, and based on that, they checked the playback.

Incident – Snapshots:-



Incident – Snapshots:-



Customer Cash Stuck Snapshots:





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Thank You

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