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**CASH & DIGITAL PAYMENT SOLUTIONS**

# INCIDENT REPORT

**Hitachi Payment Services Pvt. Ltd.**

Incident Details
Date: 18 <sup>th</sup> Jan. 2023.
Time: 14:31:25.
Bank: PNB.
Site ID: N7327900.
Address: Railway Road, Jind - 126102.
City: Jind.
State: Haryana.
Incident Type
Status: Vandalism (Shutter Tampering).
Loss if Any: -

	Date	Time	Description
Alert Details	20-01-23	16:54:00	Team received information that the shutter tampering happened at site.
	20-01-23	-	No sensor is installed on the dispenser, so we didn't receive any alerts.
Monitoring Team- Activity Details	20-01-23	16:54:00	Monitoring Team receive information that the shutter tampering happened at site.
	20-01-23	-	After receiving information on shutter tampering, team checked the playback.
	20-01-23		Based on footage , team shared information.

## Playback Observation :

Sr. No	Date	Time	Description
1	18-01-23	14:30:35	Culprit enters the premises and pretends to do a transaction.
2	18-01-23	14:31:25	Then, with the help of a screwdriver, the culprit damaged the cash dispenser.
3	18-01-23	14:31:38	& inserted some equipment in the cash dispenser.
4	18-01-23	14:31:46	After that he left the premises.
5	18-01-23	15:06:54	Again, the culprit enter the premises and pretends to do a transaction.
6	18-01-23	15:07:56	Then he removed the equipment from the dispenser.
7	18-01-23	15:11:34	The culprit removed the cash from the dispenser.
8	18-01-23	15:12:10	After that he left the premises.

## Transaction Details :

Date	Description
18-01-23	Customer attempted to make the transaction but were unable to do, so he left the premises.

## Root Cause Analysis

Date	Time	Description
17-01-2023	17:49:50	Monitoring team received information that the shutter tampering happened on site, and based on that, they checked the playback.

# Incident – Snapshots:-





# Incident – Snapshots:-

Transaction Person



Incident Snap





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**Thank You**

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