

INCIDENT REPORT (TEST)

- **Bank Name** : PNB BANK.
- **Date** : 05th December 2021.
- **Type of Incident** : Trying to Theft Attempt.
- **ATM ID** : B1005900
- **Incident Duration** : -
- **MSP** : Hitachi.
- **STATE** : Test.
- **City** : Test.
- **Address** : Test.

INCIDENT DETAILS

- On Dated 06th December 2021 Monitoring Team received a Motion alert at 00:01:21 from the site.
- Immediately monitoring staff check the live monitoring and observed that the person was trying to open chest door, same our CME team did two-way communication and blow the siren, hence the culprit left the ATM premises.
- Same we called up our QRT person Mr. Pramod kumar and him about the incident, whereas he assured that he will arrange someone at site.
- Then we called up Hitachi person and him about the incident., then we also arranged local police at site.
- Meanwhile our QRT person and local police visited the site and confirmed that the ATM Machine has been damaged by culprit, and for the safety purpose we told the RA to shut down the shutter.
- Further we kept the site on live in standalone for acute monitoring and to ensure safety of the ATM and premises valuables.
- Meanwhile our supervisor visited the site and he confirm that the cash dispenser, EML lock & Cosmetic door lock has been damaged by the culprit.
- As per playback observation that on 05th December 2021 at 23:53:50 an person enter lobby with a rod, and with a help of rod the culprits have opened the cosmetic door, after that the culprit was tries to open chest door, same our CME team did two-way communication and blow the siren, but the culprit didn't respond.
- So, he closed the cosmetic door and was talking to someone else who were standing outside the lobby.
- So basically, the culprits were trying to open the chest door again and damaged the cash dispenser, same our CME team did two-way communication and continuously blow the siren, hence the culprit left the ATM premises at 00:05:58 and after he didn't return, so while leaving the ATM premises the culprit has again shut down the shutter.
- We have attached some snapshots of the incident for your reference.

Snapshots





QRT SNAPS



THANK YOU