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CASH & DIGITAL PAYMENT SOLUTIONS

INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details
Date: 18 th Nov. 2022.
Time: 16:48:16.
Bank: PNB.
Site ID: N3663300.
Address: CHAS MARKET, BOKARO.
City: Bokaro.
State: Jharkhand.
Incident Type
Status: Vandalism (Shutter Assembly).
Loss if Any: -

Alerts Details	12-01-2023 12:35:- we received information that the some suspicious activity happened at site.
	Transaction happened in time limit and there are no sensor's on the shutter to deter tampering of the ATM.
Monitoring Team- Activity Details	12-01-2023 12:40:- After getting information on shutter assembly, Team has checked footage.
	Based on the footage, the team has shared information.

Sr. No	Date	Time	Description
1	18-11-2022	16:34:54	Culprits enters the premises.
2	18-11-2022	16:34:56	The culprit took the card (which was kept on the panic button) and pretended to make the transaction.
3	18-11-2022	16:35:42	Then the culprit used another card to withdraw the cash.
4	18-11-2022	16:36:32	Culprits withdraw the cash.
5	18-11-2022	16:36:53	Culprit placed some equipment in the cash dispenser.
6	18-11-2022	16:37:24	Culprit left the premises.
7	18-11-2022	16:48:16	Culprit returned to the premises and, using a screwdriver, he pulled up the cash dispenser.
8	18-11-2022	16:48:43	Then he left the premises.
9	18-11-2022	16:52:34	Again, the culprit enters the premises and pretends to conduct the transaction.
10	18-11-2022	16:53:06	Using some equipment, the culprit removes the cash from the cash dispenser
11	18-11-2022	16:53:21	After that, the culprit left the premises

Transaction Details :-	Description
18-11-2022	Two customers made the transaction, but they didn't receive their cash, 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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