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# INCIDENT REPORT

**Hitachi Payment Services Pvt. Ltd.**

Incident Details
Date: 25 <sup>th</sup> Feb. 2023
Time: 14:13:08.
Bank: PNB.
Site ID: N5610100.
Address: YASHWANT SANKLAP VIVA COLLEGE ROAD,VIRAR WEST.
City: Mumbai
State: Maharashtra
Incident Type
Status: Vandalism (Shutter Assembly).
Loss if Any: -

Alerts Details	28-02-2023 17:17:- We received information that the shutter tempering happen 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	28-02-2023 17:17:- 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	25-02-2023	14:12:18	Culprits enter the premises. (Where the second culprit was standing behind the first culprit, and other one culprit were standing outside the premises)
2	25-02-2023	14:13:08	With the help of screwdriver the culprit has damage the cash dispenser.
3	25-02-2023	14:13:29	Then he inserted some equipment into the cash dispenser.
4	25-02-2023	14:13:57	After that they culprit left the premises.
5	25-02-2023	14:38:36	Again Culprit enter the premises and pretend to do transaction.
6	25-02-2023	14:39:12	Then the culprit removes the equipment.
7	25-02-2023	14:39:28	After that, they left the premises.

## Transaction Details :

Sr. No	Date	Time	Description
1	25-02-2023	14:25:23	Customers attempted to make the transaction but were unable to do, so he left the premises.
2	25-02-2023	-	After that customer 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 Snapshots:





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**Thank You**

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