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CASH & DIGITAL PAYMENT SOLUTIONS

INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details
Date: 11 th Feb. 2023
Time: 09:09:05.
Bank: PNB.
Site ID: N1872200.
Address: PNB ATM VIDYADHAR ENCLAVE-II,DUKAN NO-G7.
City: Ajmer
State: Rajasthan
Incident Type
Status: Vandalism (Shutter Assembly).
Loss if Any: -

Alerts Details	22-02-2023 11:00:- We received information that the shutter tempering happen at site.
	There are no sensor's on the shutter to deter tampering of the ATM.
Monitoring Team- Activity Details	22-02-2023 11:00:- 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	11-02-2023	09:06:11	Culprit enter the premises & pretend to do transaction.
2	11-02-2023	09:07:39	After that, he left the premises. (Where the second culprit is standing outside the premises).
3	11-02-2023	09:08:09	Again, the culprit enters the premises and pretends to conduct a transaction.
4	11-02-2023	09:09:05	culprit had inserted some equipment into the cash dispenser and left the premises.
5	11-02-2023	10:02:43	Then the second culprit entered the premises and pretended to do a transaction.
6	11-02-2023	10:06:01	Again, both the culprit the enters the premises. (Where the second culprit stands behind the first culprit).
7	11-02-2023	10:10:06	Culprit remove the equipment.
8	11-02-2023	10:07:11	After that they left the premises.

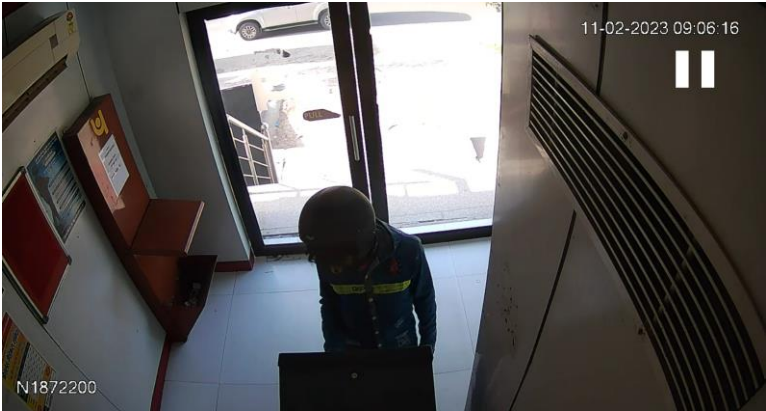
Transaction Details :

Date	Time	Description
11-02-2023	10:01:04	One Customers attempted to make the transaction but were unable to do, so he left the premises.

Root Cause Analysis :

After getting such information about the incident, we have checked the playback.

Incident – Snapshots:-



Customer Cash Stuck Snapshots:





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Thank You

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