



EUROPEAN ATM SECURITY TEAM (EAST)

SUMMARY OF WEBSITE RESEARCH POLL RESULTS



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**THE EUROPEAN ATM SECURITY
TEAM**

www.european-atm-security.eu

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ABOUT EAST

Founded in February 2004 EAST is a 'non-profit' organisation whose National Members are committed to gathering information from, and disseminating EAST outputs to, ATM deployers and networks within their countries/regions. While the main focus of EAST is on ATMs, the Group also focuses on all payment terminals that have a direct impact on crime perpetrated at ATM locations.

Our mission is to gather and provide information to the European ATM industry and to facilitate effective representation of ATM related security issues at relevant European central institutions, through a pan-European co-ordination of ATM security resources.

EAST has set up a framework network structure to improve co-operation with industry, law enforcement, and in particular Europol, in order to achieve awareness and better results in the fight against organized cross-border crime. EAST National Members represent 31 countries with a total deployment of 655,398 ATMs.

The EAST Expert Group on ATM Fraud (EGAF), formed in May 2013, provides a European specialist expert forum for discussion of ATM related fraud trends, fraud methodologies and counter-measures, and for the provision of regularly updated lists of known devices used for card or PIN or data compromise, for cash trapping, and for lists of known counter-measures. Through EAST ATM Fraud Alerts EAST is able to communicate important and timely information to its National and Associate Members.

The EAST Expert Group on ATM Physical Attacks (EGAP), formed in May 2014, provides a European specialist expert forum for discussion of ATM related physical attack trends, attack methodologies and counter-measures.

For further information please email coordinator@eas-team.eu or call + 44 131 5100268

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LEGAL NOTICE & DISCLAIMER

EAST conducts simple website polls using basic tools provided by its website host. As a result EAST is not able to provide statistics about the number of persons taking each poll, nor control how many times an individual takes each poll. The poll statistics are indicative information and should be used as a basic guideline only for each topic.

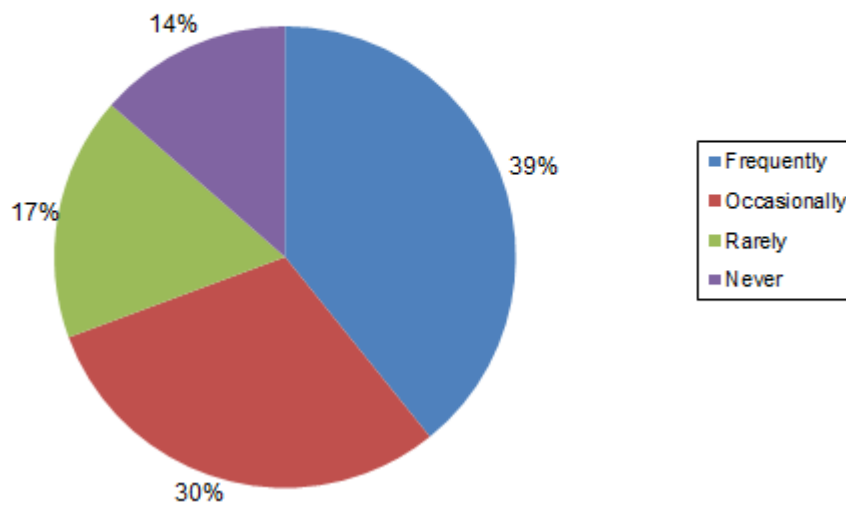
EAST makes no claims, promises, or guarantees about the completeness of the information on the following slides. In addition errors or mistakes may exist or be discovered. Neither EAST nor its members, authors, or agents shall be liable for any loss, damage, or claim with respect to any such information being provided. All such liabilities, including direct, special, indirect, or consequential damages, are expressly disclaimed and excluded.



2015 Polls

EAST Poll – January to April 2015

How often do you see fraud warnings and fraud prevention messages displayed on ATMs in your country?

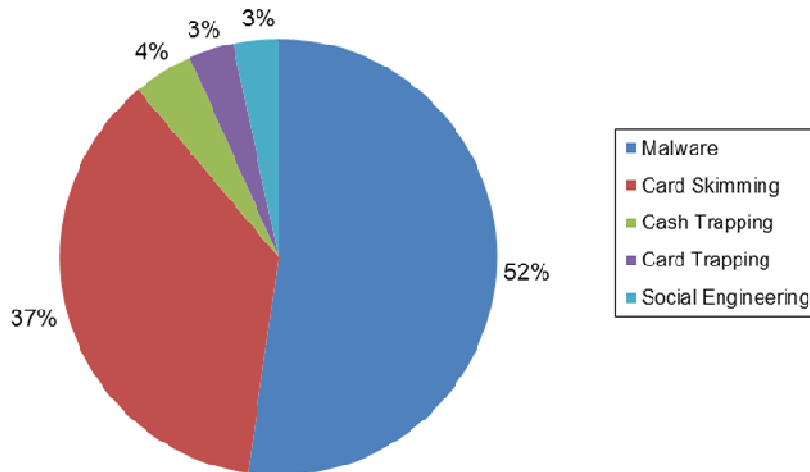




2014 Polls

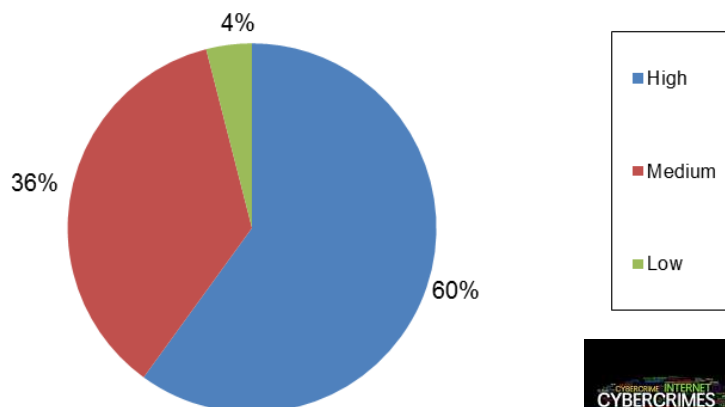
EAST Poll – September to December 2014

What do you feel is the biggest fraud risk to the ATM Channel over the next few years?



EAST Poll – May to August 2014

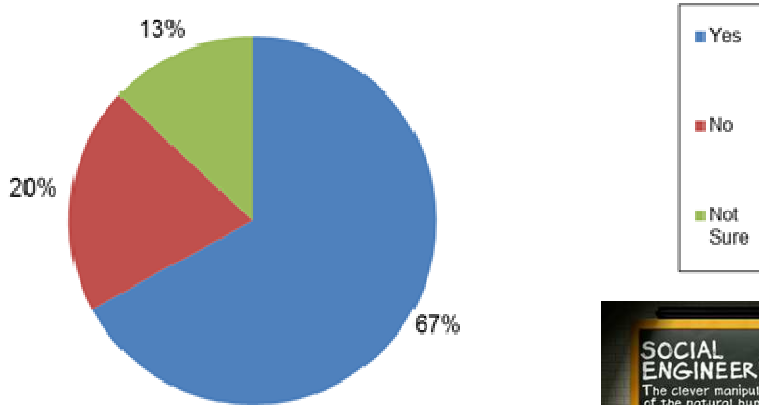
How much of an emerging threat do you feel that cybercrime is to the ATM channel?





EAST Poll – January to April 2014

Do you feel that social engineering is a threat to the ATM channel?

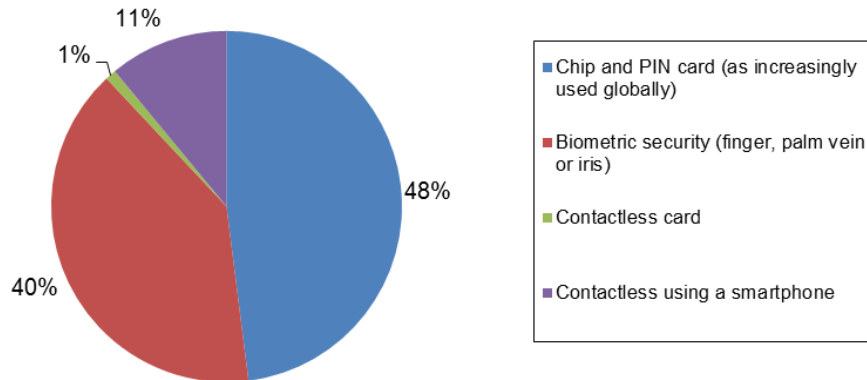




2013 Polls

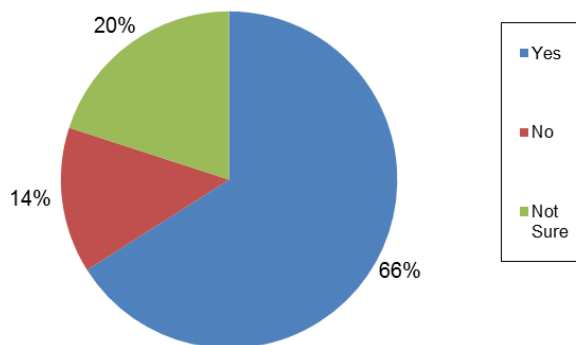
EAST Poll – January to March 2013

Future ATM Security Options



EAST Poll – April to July 2013

If a stained banknote is offered to you, or comes into your possession, do you understand what you should do?

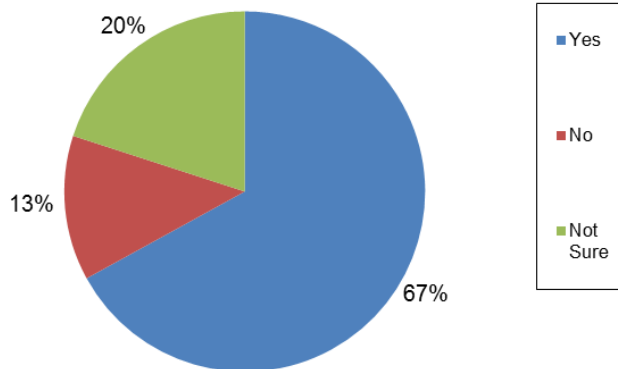


For more information on this topic see <https://www.european-atm-security.eu/Stained%20Banknotes/>



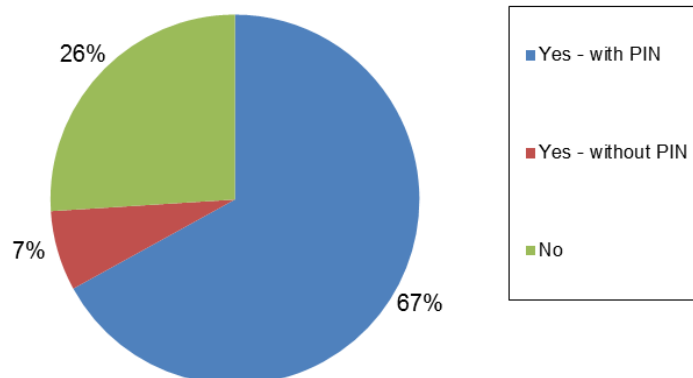
EAST Poll – August to September 2013

As online banking becomes increasingly popular do you think that there is a future for deposit function ATMs?



EAST Poll – October to December 2013

Would you be happy to use contactless technology (card or smartphone) to make an ATM withdrawal?

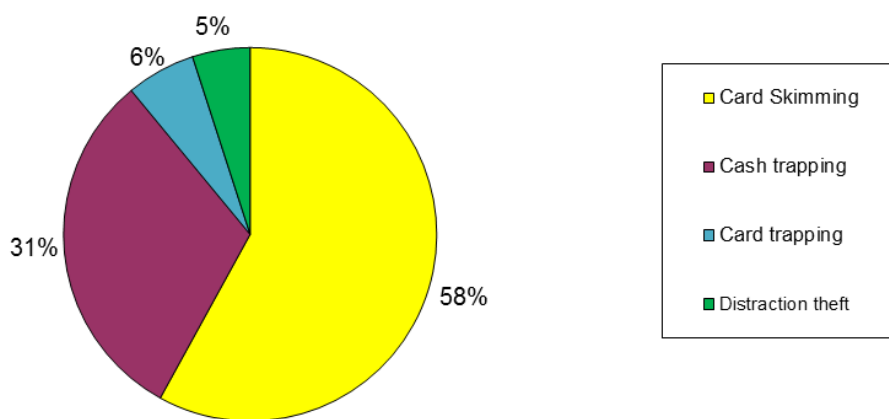




2012 Polls

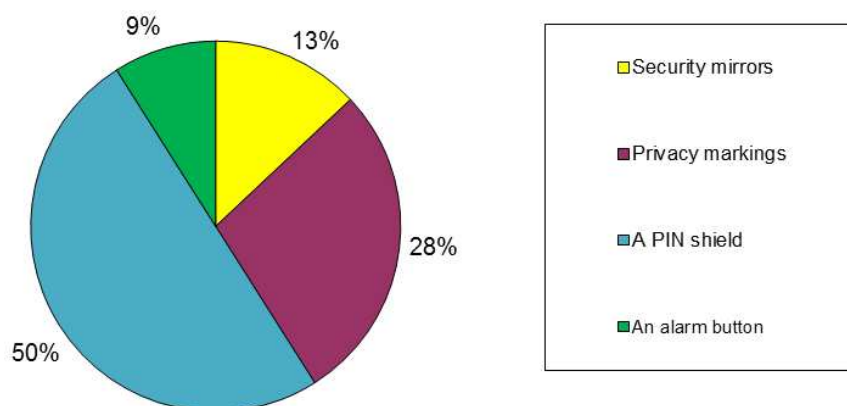
EAST Poll – January to March 2012

What do you think is the biggest security threat facing cardholders at ATMs in 2012?



EAST Poll – April to June 2012

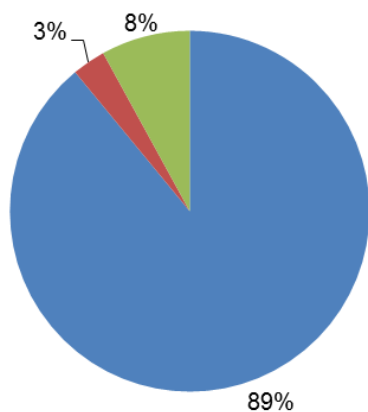
What security feature would you most prefer to see at an ATM?





EAST Poll – July to September 2012

How should the industry in Europe handle the issue of smart card security?

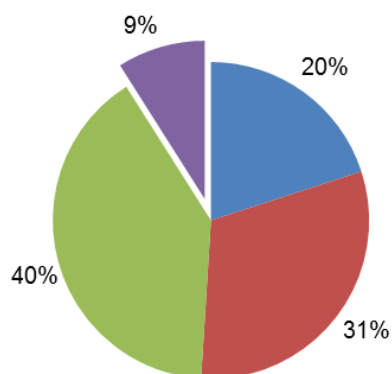


- European EMV cards should not hold sensitive cardholder data as standard in a magnetic stripe (and alternate arrangements should be made for those travelling to areas which are not EMV compliant)
- European EMV cards should continue to hold sensitive cardholder data as standard in a magnetic stripe (that puts the card at risk from skimming)
- Not sure

This poll was first run in Nov/Dec 2009

EAST Poll – October to December 2012

My view on smart card security?



- I would be happy to contact my bank to activate the stripe on my card before I travel outside Europe
- I would be happy to carry a Chip only card, and to apply for a separate stripe card should I need to travel outside Europe
- I agree with both the above
- I don't agree with either of the above

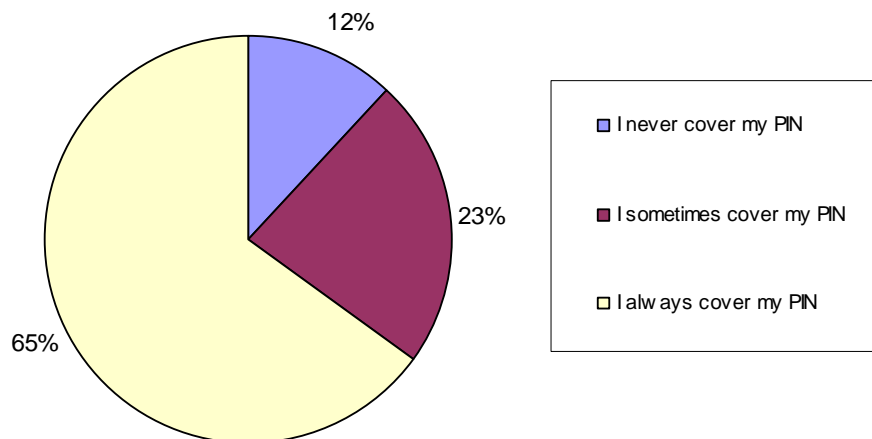
This poll was first run in Jan/Feb 2010



2011 Polls

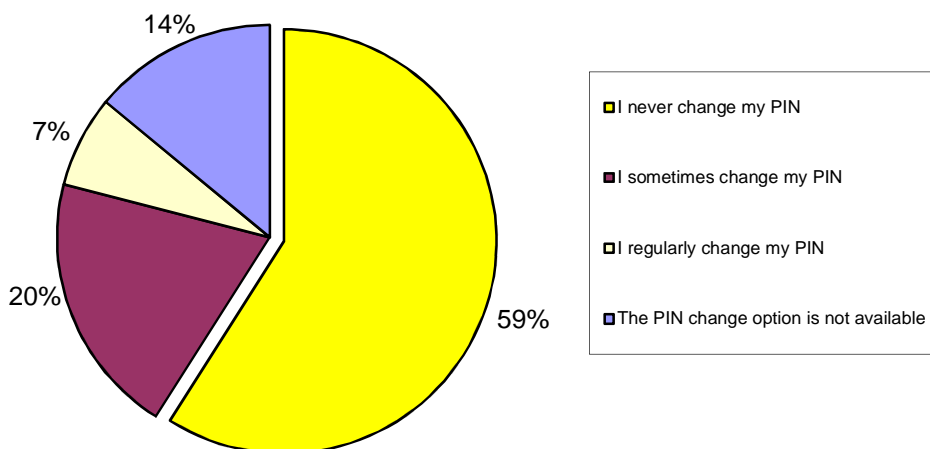
EAST Poll – January to March 2011

When making an ATM transaction.....



EAST Poll – April to June 2011

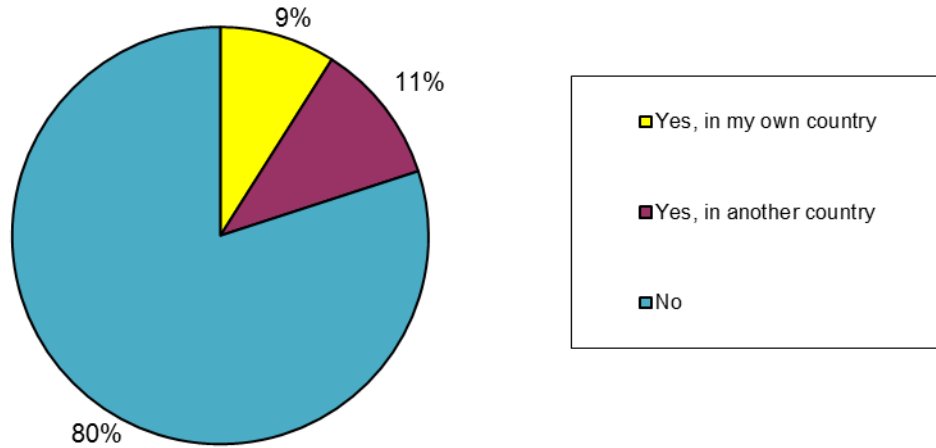
When using an ATM.....





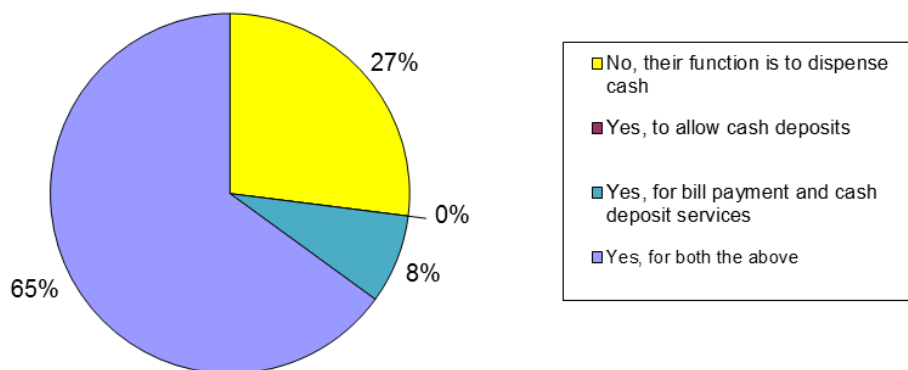
EAST Poll – July to September 2011

Have you been a victim of ATM Crime?



EAST Poll – October to December 2011

Should ATMs be used for more than cash withdrawals?

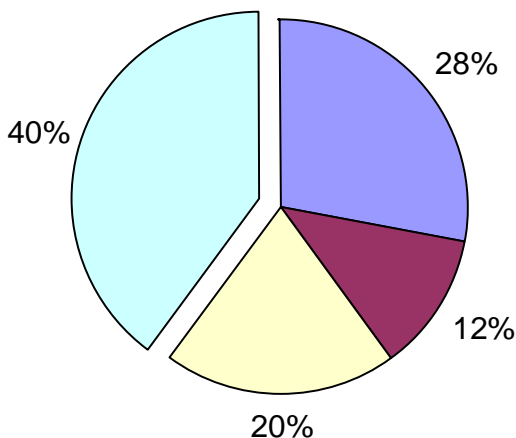




2010 Polls

EAST Poll – January/February 2010

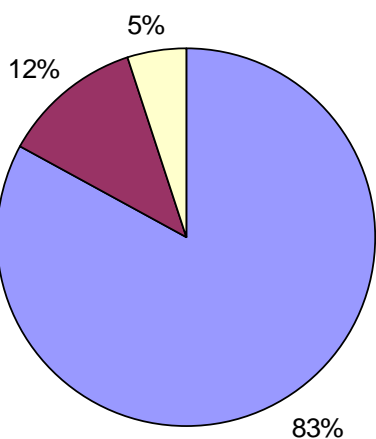
My view on smart card security



- I would be happy to contact my bank to activate the stripe on my card before I travel outside of Europe
- I would be happy to carry a Chip only card, and to apply for a separate stripe card should I need to travel outside Europe
- I agree with both statements
- I don't agree with either statement

EAST Poll – March/April 2010

To help me understand how an ATM card entry slot should appear...



- I would like to see an on-screen image of what it should look like
- I don't feel that an on-screen image is necessary
- Not sure



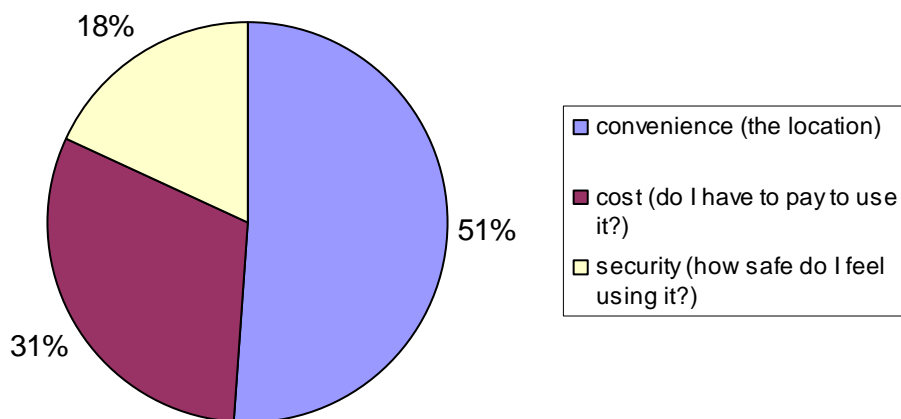
If the card entry slot differs in any way from that shown...

Do not insert your card and please notify bank immediately



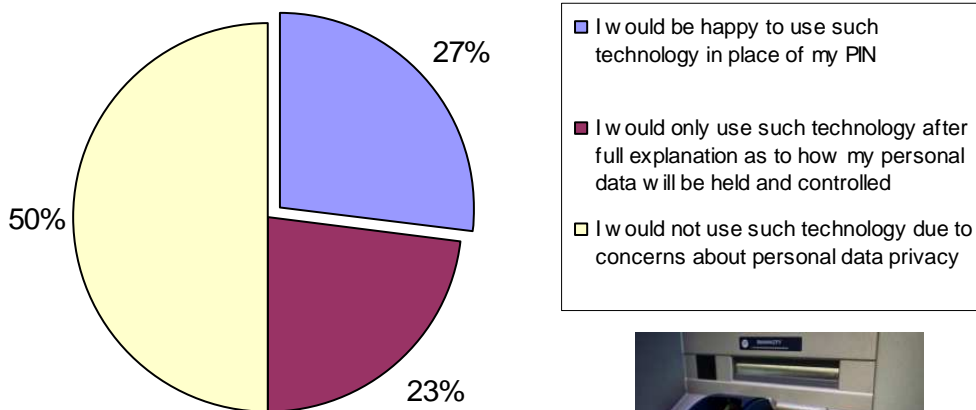
EAST Poll – May/June 2010

When I select an ATM the main factor influencing my choice is.....



EAST Poll – July to September 2010

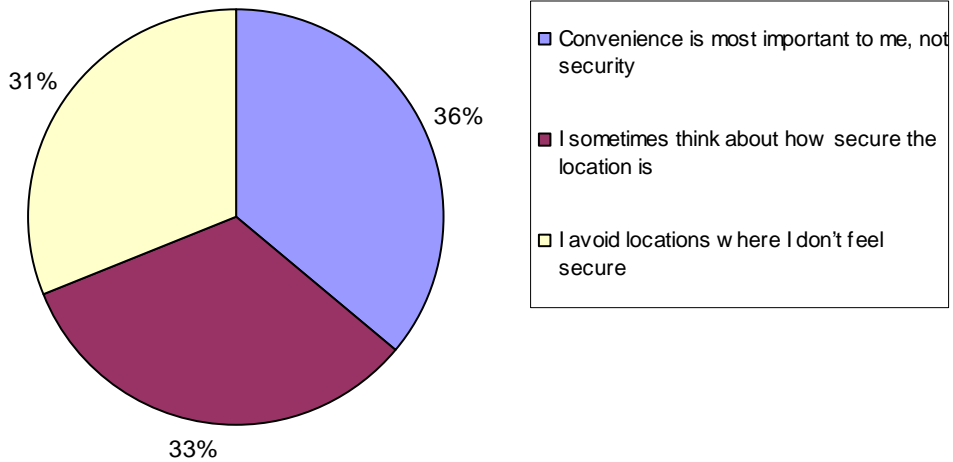
If 'finger vein' biometric technology was on an ATM.....





EAST Poll – October to December 2010

When selecting an ATM.....

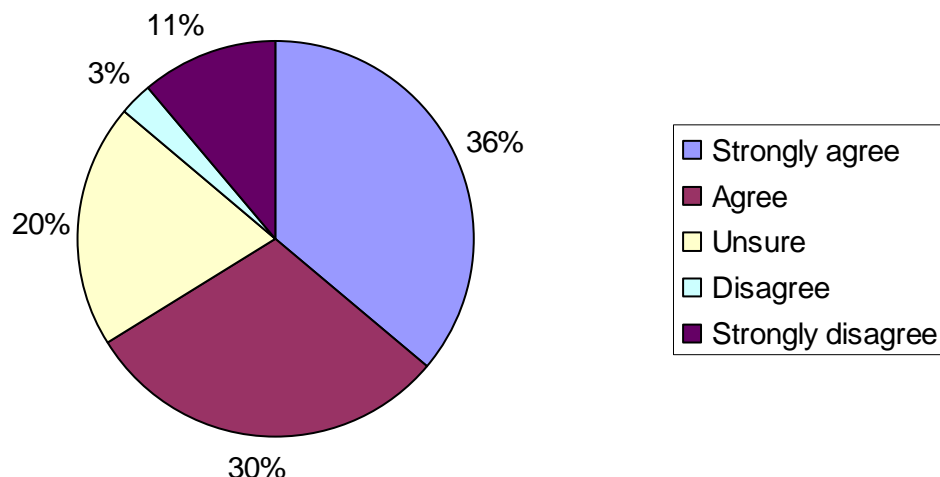




2009 Polls

EAST Poll – March/April 2009

Do You Agree With the EPC Recommendations designed to combat card skimming at ATMs?

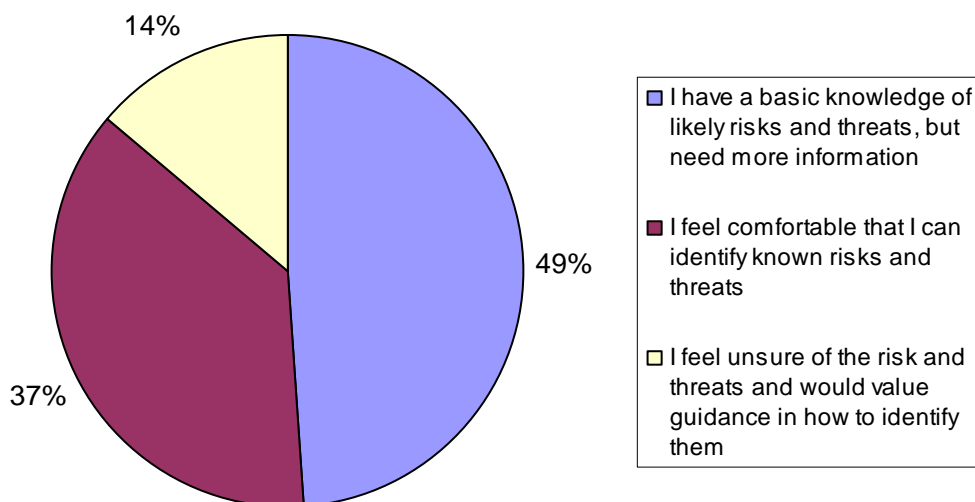


To download the full EPC Recommendations go to:

http://www.europeanpaymentscouncil.eu/documents/Cards_115_08%20Recommendation%20Anti%20skimming%20SEPA.pdf

EAST Poll – May/June 2009

When using an ATM to check my account or to withdraw money:

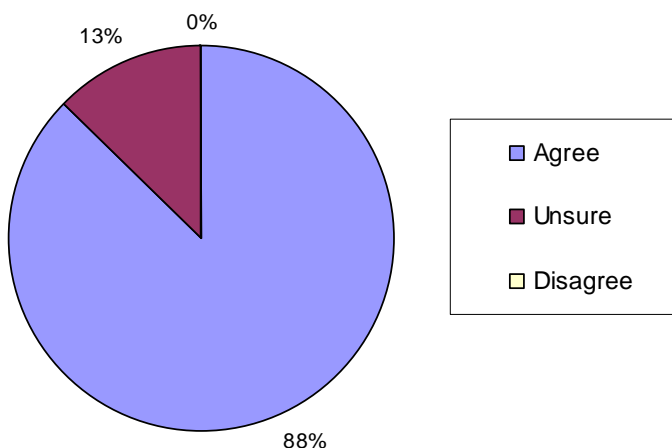




EAST Poll – July/August 2009

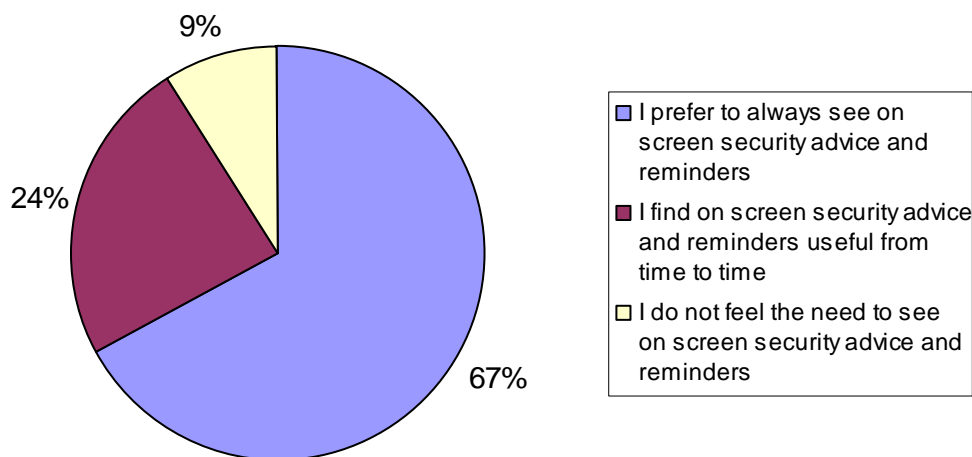


Privacy spaces help reduce crime at ATMs



EAST Poll – September/October 2009

When using an ATM to check my account or to withdraw money:





EAST Poll – November/December 2009

How should the industry in Europe handle the issue of smart card security?

