



# TERMINAL PHYSICAL ATTACK DEFINITIONS & TERMINOLOGY (ATM & ATS)



## EAST EXPERT GROUP ON ATM & ATS PHYSICAL ATTACKS (EGAP)

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[www.association-secure-transactions.eu](http://www.association-secure-transactions.eu)



## ABOUT EAST

Founded in February 2004 EAST is a 'non-profit' organisation whose National and Global Members are committed to gathering and collating information on both Terminal and Payment security within their countries/regions and sharing it with EAST Members and Law Enforcement Agencies.

EAST has set up a framework network structure to improve co-operation with industry, law enforcement, and in particular Europol, to achieve awareness and better results in the fight against organized cross-border crime. EAST National and Global Members represent 35 countries.

The EAST Expert Group on All Terminal Fraud (EGAF), formed in May 2013, provides a European specialist expert forum for discussion of all Terminal related fraud trends, fraud methodologies and countermeasures, and for the provision of guidelines and other documents for the benefit of the industry and Law Enforcement. Through a system of Fraud Alerts EAST EGAF can communicate important and timely information to EAST National, Global, and Associate Members.

The EAST Expert Group on ATM and ATS Physical Attacks (EGAP), formed in May 2014, provides a European specialist expert forum for discussion of ATM and ATS related physical attack trends, attack methodologies and countermeasures, threat protection, and for the provision of regularly updated lists of known countermeasures. Through a system of Physical Attack Alerts EAST EGAP can communicate important and timely information to EAST National, Global, and Associate Members.

The EAST Expert Group on Payment and Transaction Fraud (EPTF), launched in January 2016, provides a European specialist forum for discussion of security issues affecting payments and transactions and for the gathering, collation and dissemination of related information, trends, and general statistics. Through a system of Payment Alerts EAST EPTF can communicate important and timely information to EAST National, Global, and Associate Members.

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## **TERMINAL PHYSICAL ATTACK DEFINITIONS & TERMINOLOGY (ATM & ATS)**

### ***Introduction***

This document shows the terminal physical attack definitions and terminology used by EAST when issuing Physical Attack Alerts, or when compiling statistics and other information for European Payment Terminal Crime Reports and European Fraud Updates. They have been prepared by members of the EAST Expert Group on ATM & ATS Physical Attacks (EAST EGAP). The terminal types covered are broadly classified as:

- ATM – Automated Teller Machine
- ATS – Automated Teller Safe (*also known as a Teller Cash Dispenser or TCD*)

Each fraud and physical attack type has distinct criminal benefits and, in order to help understand these, the EAST Expert Group on All Terminal Fraud (EAST EGAF) has come up with six defined criminal benefits. These are highlighted in this document. From a criminal perspective the key benefit of terminal physical attacks is to get immediate cash.

The aim is for these physical attack definitions (*and related criminal benefits*) to be adopted globally by the Industry and Law enforcement when describing or reporting terminal physical attacks.

A summary of the physical attack definitions and terminology is also available on the EAST website <https://www.association-secure-transactions.eu/>

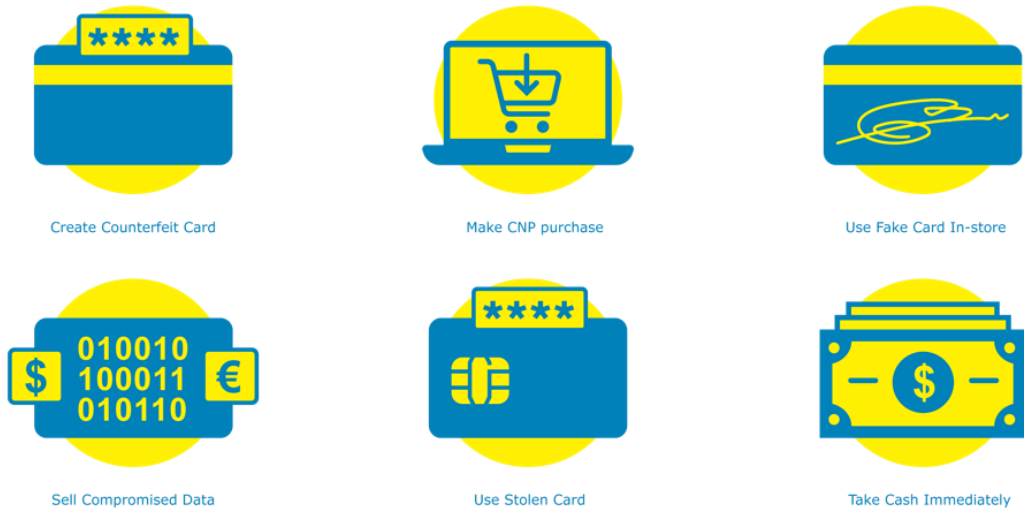
### ***Document Usage***

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## ***Criminal Benefits***

A criminal needs to perform certain actions in order to reach their target. Six main areas have been recognised as shown below (*CNP is card-not-present*). The applicable reward is shown next to the Terminal Physical Attack Definitions in this document.




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## ***Physical Attack Terminology***

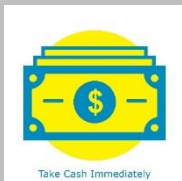
Main Classification	Subset
Explosive Attacks	<ul style="list-style-type: none"> <li>X1 – Gas Explosives</li> <li>X2 – Solid Explosives</li> </ul>
ATM Burglary – In-Situ	<ul style="list-style-type: none"> <li>B1 - Torch Cutting</li> <li>B2 - Drilling</li> <li>B3 - Cutting</li> <li>B4 - Force Open</li> <li>B5 - Safe Door Rip-Outs</li> </ul>
ATM Theft - Rip-Out	None
Robbery	<ul style="list-style-type: none"> <li>R1 - Staff On Site</li> <li>R2 - CIT Staff On Site</li> <li>R3 - Across the Pavement</li> <li>R4 - Customer</li> </ul>
Non-Specific Attack	None

## Physical Attack Definitions

### Explosive Attacks


Explosive Attacks	Attacks that breach the safe of the ATM to gain access to cash using different kinds of explosive materials.
X1 –Gas Explosives	Criminals fill the ATM safe with a gas mixture and ignite it to open the safe door.
X2 – Solid Explosives	Criminals put solid explosives into the safe and ignite them to open the safe door. These attacks can be performed in a multiple step process. The first explosion is to gain access to an opening in the safe through which solid explosives are inserted and ignited to open the safe.
Criminal benefit	

### ATM Burglary - In-Situ

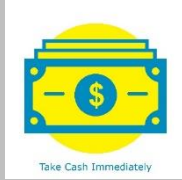
ATM Burglary – In-Situ	Attacks that breach the safe of the ATM by using different tools and techniques at the location of the ATM
B1 – Torch Cutting	A blow or cutting torch is used to open the safe.
B2 - Drilling	A drill is used to open the safe.
B3 - Cutting	A saw or grinder is used to open the safe.
B4 – Force Open	The use of crowbars or hydraulic spreaders to open the safe.
Criminal benefit	



**ATM Theft - Rip Out**

<p><b>ATM Theft – Rip Out</b></p>	<p><b>Attacks that physically remove the ATM from the installation environment and typically result in breaching the safe at a different location at a later stage. Often involving construction vehicles to remove the ATM, or trucks with chains attached around the ATM</b></p>
<p><b>Criminal benefit</b></p>	

**Robbery**

<p><b>Robbery</b></p>	<p><b>Attacks targeting customers using an ATM or staff working at an ATM. Staff can either be technicians, CIT staff, or bank personnel.</b></p>
<p>R1 – Staff On Site</p>	<p>Attacks targeting staff during ATM cash replenishment, or during servicing/repair.</p>
<p>R2 - CIT Staff On Site</p>	<p>Attacks occurring during the CIT replenishment at the ATM.</p>
<p>R3 - Across the Pavement</p>	<p>Attacks occurring when CIT staff are between the vehicle and the ATM.</p>
<p>R4 - Customer</p>	<p>Attacks targeting a customer while making a cash withdrawal at the ATM location, or after leaving the ATM location or bank premises</p>
<p><b>Criminal benefit</b></p>	

**Non-Specific Attack**

<p><b>Non-Specific Attack</b></p>	<p><b>A physical attack without cash loss, which cannot be attributed to a specific attack type. This could be a vandalism case, theft of components, or any other damage at the ATM</b></p>
<p><b>Criminal benefit</b></p>	<p>Undefined</p>