



Illegal Skimming Devices on the Gasoline Dispenser

Related Equipment:

- Encore 900®
- Encore 700S®
- Encore 500S/ECIM®
- Encore 500/300®
- Advantage®

Potential Issues:

- Skimming device(s) found on the gasoline dispenser.

Symptoms:

- The customer's fueling experience seems like any other experience, but behind the scenes the customer's credit card information is being recorded onto an illegal device.

Remedy:

- Take a few minutes on your next service call and check the dispenser for any illegal devices. Below are some things to look for:

Card Reader-

- Check the card reader by grabbing it with your hand and try moving it back and forth. If it moves easily, do not use it! It's possible that that an illegal device has been installed over top of it.
- Most skimmers on card readers make it stick out at an odd angle or cover arrows on the panel. If you are unsure, take a quick look at another card reader and see if it looks the same. If the one in question looks different than the others, don't use it!

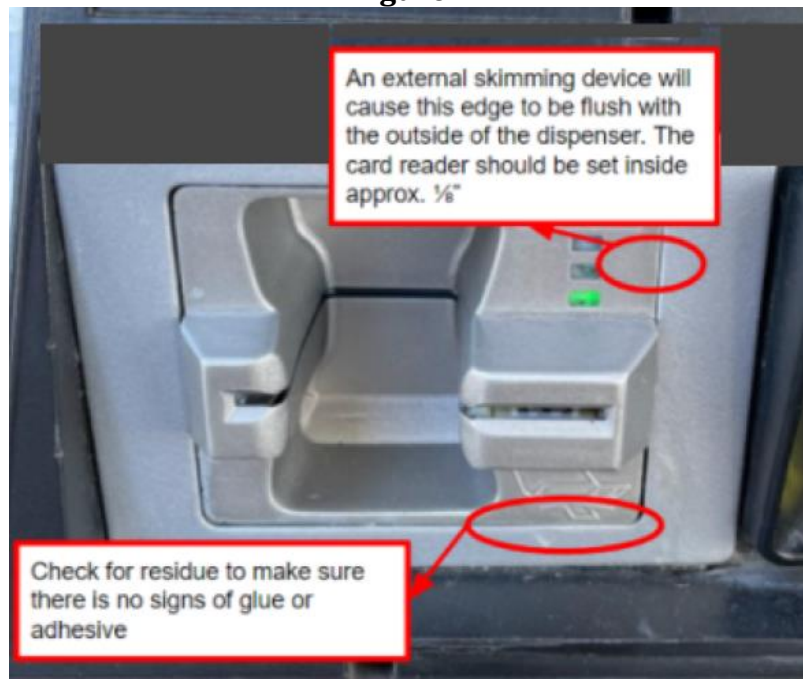
- Most gas dispensers have security tape or a sticker over the cabinet panel. If the tape looks ripped or broken, avoid using the card reader because a thief may have tampered with it. Try looking inside the card reader to see if anything is already inserted—if there is, it may be a thin plastic circuit board that can steal card information.

External Keypad-

- Hidden cameras- Thieves sometimes hide tiny cameras pointing at the keypad area. If you see one, inform the station manager, remember businesses never point cameras directly toward a keyboard.
- Thieves have been known to install dummy keypads over top of real keypads to capture PIN numbers as a customer enters them. The keypad might be fake if it looks too thick or different from what you are used to seeing.
- Look for flaws like loose wires, seams that are not flush and keypads that look out of place.

This is an example of a compromised UX300

Figure 1



This is an example of a normal UX300

Figure 2



This is an example of an actual skimming device that sits right on top of a legitimate keypad

Figure 3



IMPORTANT INFORMATION

This bulletin does not serve as authorization to perform any site visits or warranty service.