



# SAFE BANKING AT ATMs

Automatic teller machines (ATMs) have made banking more convenient today than ever before. With the touch of a few buttons, you can withdraw cash, make deposits, transfer funds and receive statements from an ATM. With more than twenty thousand ATMs in Australia, that means just about anywhere.

Customer security is a key consideration when locating ATMs. The sites chosen are well lit, highly visible to passing traffic and free of obstruction that could block vision. Wherever cash is handled, it pays to be careful and ATMs are no different.

## SAFETY TIPS

These general rules should be followed for ATM safety, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine;
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);
- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

## PROTECTING YOUR ATM CARD

Just as you must be careful using ATMs, so too, you should be careful with your card:

- Treat your ATM card like cash or credit cards - keep it in a safe place;
- Make sure no one has access to the card but you. Store it carefully, especially if you are not constantly carrying the card in your wallet;
- Immediately notify your bank if your card is lost or stolen. Usually there are special telephone numbers to call your bank - keep them handy;



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**FACT SHEET**

- Keep your Personal Identification Number (PIN) confidential - think carefully if you write it down, never on your card or on another piece of paper in your wallet. Don't make it easy for criminals;
- Never reveal your PIN to anyone soliciting information, especially on the telephone or the Internet.

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**Internet: [www.bankers.asn.au](http://www.bankers.asn.au) Phone: 02 8298 0417 Fax: 02 8298 0402**

