

Securing Your EFTPOS Terminal

Fraud and misuse of Credit or Debit Card information is a growing problem for many merchants globally. The loss of Customer Card data and subsequent misuse may undermine consumer confidence and potentially reduce card usage at your business.

As part of ANZ's ongoing commitment to providing the most up to date information on EFTPOS terminal and cardholder data security, a list of Best Practices for protecting your terminals and your customer's information is outlined below.

Your ANZ EFTPOS terminal is equipped with a number of in-built innovative security features which are designed to protect your customers' information. By implementing the recommendations below, you can help protect your business, your customers and your reputation from credit and debit card fraud or misuse.

Recommendations

- Always ensure that terminals are secure and under supervision during operating hours (including any spare or replacement EFTPOS terminals you have)
- Ensure that only authorised employees have access to your EFTPOS terminals and are fully trained on their use
- When closing your store or kiosk, always ensure that your EFTPOS terminals are securely locked and not exposed to unauthorised access

- Never allow your EFTPOS terminal to be maintained, swapped or removed without advance notice from ANZ - be aware of unannounced service visits

Only allow authorised ANZ personnel to maintain, swap or remove your EFTPOS terminal, and always ensure that security identification is provided

- Inspect your EFTPOS terminals on a regular basis, to ensure that the terminal casing is whole with external security stickers remaining unbroken and of a high print quality
- Ensure that there are no additional cables running from your EFTPOS terminal
- Make sure that any CCTV or other security cameras located near your EFTPOS terminal(s) can not observe Cardholders entering details

Important

Notify ANZ Merchant Services (24 hours / 7 days a week) on 1800 039 025 immediately if:

- Your EFTPOS terminal is missing
- You, or any member of your staff, is approached to perform maintenance, swap or remove your EFTPOS terminal without prior notification from ANZ and/or Security Identification is not provided
- Your EFTPOS terminal prints incorrect receipts or has incorrect details
- Your EFTPOS terminal is damaged or appears to be tampered with