

# ATM Security Tips

At **H-E-B Federal Credit Union**, your safety is our priority. By following these simple precautions, you can help protect yourself and your financial information when using ATMs.

## **Be Aware of Your Surroundings**

Always check your surroundings before approaching an ATM. If the area feels unsafe or you notice any suspicious individuals or activity, go to a different ATM. At night, choose well-lit, busy locations.

When using a drive-through ATM, keep your car doors locked, windows up, and engine running to maintain security.

## **Prepare Before You Approach**

Have your ATM card ready before you reach the machine. This reduces the time you spend at the ATM and limits distractions, making you less vulnerable to potential threats.

## **During Your Transaction**

**Protect Your PIN:** Use your hand to shield the keypad when entering your PIN to prevent anyone or any hidden cameras from capturing your code.

**Stay Focused:** Avoid distractions like using your phone during the transaction. Stay alert to your surroundings at all times.

**Decline Help from Strangers:** If someone offers unsolicited assistance while you're at the ATM, politely decline and leave. If the situation feels unsafe, report it to the bank or authorities.

**Check for Tampering:** Before inserting your card, examine the ATM for any signs of tampering, such as loose card readers or odd-looking attachments that could be skimming devices.

## **After Your Transaction**

**Secure Your Card and Cash Quickly:** Put away your card and money immediately after completing your transaction. Don't count your cash at the ATM; instead, secure it and check it later in a safer location.

**Take Your Receipt:** Always take your receipt or, if using a digital option, ensure it is sent securely to your device. Once your transaction is finished, move away from the ATM quickly to avoid drawing attention.

## **Additional Security Tips**

**Use ATMs During the Day:** Whenever possible, conduct ATM transactions during daylight hours or in secure locations.

**Report Suspicious Activity:** If you see any unusual activity or feel uncomfortable at any point, contact your bank and local authorities immediately.

**Monitor Your Accounts:** Regularly check your account statements and online banking for unauthorized transactions or suspicious activity.