



# Office of the West Virginia Attorney General

## Prevent Skimming at the Pump: Anti-Skimming Guide

1. Replace the factory universal lock for your gas pump with a unique lock and keep the key in a secure location.
2. Use tamper-evident security labels with serial numbers on each dispenser. When performing daily inspections, ensure that the label's seal is not broken and the correct serial number is displayed. This security method requires careful inspections at least daily to ensure effectiveness.
3. Record dispenser information and characteristics, including labels, serial numbers, and equipment condition in order to identify signs of tampering, such as scratch marks, a keypad overlay, skimming device placed over top of the existing card reader, or a hidden camera. It may be helpful to take photos of your existing equipment. Therefore, in the event you suspect tampering, you can make a visual comparison.
4. Place a unique mark, perhaps with a ultra-violet (UV) security pen, on the credit card reader and keypad to aid the daily inspection process.
5. Create a pump inspection checklist for staff, and train staff to carefully inspect pumps at least once a day.
6. Ensure that pumps are well lit and monitored by a security camera. This may help to deter thieves. Store surveillance video for 90 days and in a secure location.
7. Prepare your business for the 2020 deadline for installing EMV (Europay, MasterCard and Visa) chip card readers on automatic fuel dispensers.
8. Maintain a log of each person who accesses the dispensers, including third parties that provide inspection and maintenance services. This will help to prevent unauthorized access to pumps.
9. Stay informed of changes to industry data security standards. Because technology constantly evolves, it is important to ensure that you know about the current trends to keep your business protected.

What to do if you suspect a dispenser is compromised:

If applicable, follow your company's procedure. If there is no standard procedure:

- Immediately take the suspicious gas pump offline
- Call management
- Call law enforcement
- Do not put pump back on line until pump is inspected