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Merchant Instructions

(copy to be left with merchant)

The ATM Customer must be protected

1. Care must be taken when choosing a location to place an ATM.
 - a. ATM customer must be able to enter Personal Identification Number (PIN) without being observed.
 - b. Never place an ATM where PIN entry can be recorded by a camera. Some cameras are hidden so questions must be asked about the locations of nearby cameras (as in casino, food market or convenience store).
 - c. Do not place ATM facing a window where outside foot traffic can record or observe PIN entry or removal of cash.
 - d. ATM must be placed where ATM customer has a reasonable amount of privacy and light when completing a transaction.
2. **Employees are never to request a PIN number or give assistance in entering a PIN number. If an ATM customer has difficulty using the ATM, instruct them to call the bank that issued the card or the number provided on the ATM for operational difficulties.**
3. Devices manufactured for inside use only, will not be used outside. Additionally, devices will only be operated in their intended manner by dispensing U.S. currency.
4. ATM will be monitored, such that any evidence of tampering or suspicious activity will be reported to the registered ISO immediately for further investigation.
5. Do not move the machine without assistance from the registered ISO.
6. If there is a change of ownership in the business, the registered ISO must be notified.
7. If the Merchant or another third party owns the ATM, the registered ISO must be notified.
8. If the Merchant or another third party places cash in the ATM, the registered ISO must be notified.
9. The Merchant may act as a "Temporary Custodian" with a qualified Key Custodian to activate the ATM, by signing a **Temporary Key Custodian Agreement** and following procedures provided for in that agreement.
10. First line maintenance personnel – ATM Journal Customer information, if obtained by Merchant, or any other first line maintenance personnel must be stored in a secured location to prevent compromise of cardholder information. The journal receipt paper must be kept for seven years.

Merchant Name

Name of Business

Signature of Merchant

Date

FOR OFFICE USE ONLY

Signature of Activating Key Custodian

Date

ATM Terminal Serial # _____

ATM Terminal ID # _____

To be in compliance, this exhibit must be completed in full and returned to the registered ISO, ATM Concepts, Inc. within 1-week or the TID may be deactivated.

www.atmconcepts.com