

# ANZ Merchant Services Terminal Security

## Is your terminal secure?

Theft and misuse of Credit and Debit Card Information is a growing problem for merchants globally.

As part of ANZ's ongoing commitment to providing the most up to date information on EFTPOS terminal security, we have provided a checklist below:

### Ensure your EFTPOS terminal:

- Is located where it should be each morning
- Serial number is recorded and stored in your cash register drawer. Check the serial number on your terminal is correct each morning
- Is under constant supervision during operating hours
- Is only swapped and / or removed by ANZ authorised personnel
- Has the security tags intact
- Has no additional cables running from the EFTPOS terminal other than the cable provided by ANZ
- Is printing the correct details on receipts. Please refer to the ANZ Merchant Operating Guide for further information on what your receipt should display

### Important:

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

- Your EFTPOS terminal is lost or stolen
- You or a staff member are approached to perform maintenance, swap or remove your EFTPOS terminal without prior notification from ANZ
- Your EFTPOS terminal appears to be tampered with or you notice suspicious cardholder behaviour

**Remember EFTPOS terminals are a valuable tool for any business. They should be protected as you would protect cash or stock.**

If you have any concerns please contact us on:



1800 039 025 (24/7)

We live in your world **ANZ** The ANZ logo consists of the letters 'ANZ' in a bold, blue, sans-serif font, followed by a stylized blue icon of three overlapping circles.