

ATM Safety Notice

As issuers of Automated Teller Machine (ATM) access devices, we have provided for your information a list of safety precautions regarding the use of automated teller machines pursuant to 7 TAC §3.92 of the Texas Administrative Code. Please read the following safety precautions:

1. At walk-up and drive-up ATMS:
 - Be aware of your surroundings and exercise caution when withdrawing funds.
 - Inspect ATMs for tampering or for unauthorized attachments that capture information.
 - Put cash away immediately.
 - Don't count cash until you're in a locked enclosure (e.g. your car or home).
 - Make sure no one is watching you enter your code or PIN.
 - Keep your doors locked and engine running at a drive-up ATM.
 - Always leave enough room between vehicles to allow for a quick exit at a drive-up ATM.
 - Before rolling down the window to use a drive-up ATM, observe the area for suspicious activity.
 - If anyone follows you after making an ATM transaction, drive immediately to a crowded, well-lit area and call law enforcement.
2. Protect your ATM or debit card:
 - Treat your card as if it were cash.
 - Safety envelopes may prevent unauthorized scanning of debit cards with imbedded chips.
3. Reporting a lost or stolen ATM or debit card to SECURITY STATE BANK:
 - Call 830-334-3606 or after hours 800-500-1044 to report the loss or theft. Your liability may increase the longer the loss or theft goes unreported.
 - Obtain a new card and PIN.
 - If your checkbook, social security card or number, driver's license or number, etc. was lost or stolen, close your account and open a new one.
4. If a crime was committed, file a report with law enforcement where the crime occurred, and obtain a copy of the offense number.
5. If you see suspicious persons or circumstances:
 - Do not use the ATM at that time.
 - If you began a transaction, cancel it, take your card, and leave.
 - Come back at another time or use another ATM.
6. Store ATM receipts in a secure location or shred them.
7. Do not give information about your cards on the telephone or the Internet, unless it is a trusted merchant and you initiated the transaction.
8. Review your bank statement immediately, and periodically review your account on line. Compare your ATM receipts against your statement or your online account.
9. When finished using a card online, log out of the website rather than merely closing the web browser.
10. If you suspect any questionable activity at an ATM or detect any unlawful use of your ATM or debit card, always note the date, time and location of the problem.