

ATM Security & Compliance...Key Steps

Since October 2001, consumers using ATMs are to receive clear notification of fees they may be charged. That notification was imposed by the Federal Reserve Board as part of amendments to Regulation E.

To be specific, under the requirements, an ATM operator that imposes a fee for transactions must provide **notice of that fact in a conspicuous location on or at each ATM**. The ATM operator must also **disclose the amount of the fee, either on the screen of the ATM or on a paper notice**, before the consumer is committed to completing the transaction. ATM fees cannot be charged unless proper notice is provided and the consumer chooses to complete the transaction.



Also, when the consumer contracts for a funds transfer service, the institution holding the consumer's account must **provide initial disclosures, including a notice that a fee may be imposed by an ATM operator not holding the account or by any national, regional or local network used to complete the transaction**.

Most banks, credit unions and retailers already disclose at the ATM information about fees according to these mandatory requirements but great care should be taken to document that fact based on the recent rash of frivolous lawsuits against ATM operators and financial institutions.

CashTrans is committed to assist you in this effort and recommends that every bank, credit union and retailer, 1) photographs each of their ATMs to substantiate compliance with this requirement once annually, with date denoted and 2) store this data with the record as part of your ADA compliance site surveys and plans. **We are here to help if you need us!**

CashTrans has specialized in the deployment of cost efficient ATMs and has provided unparalleled processing services for independent financial institutions and small businesses since 1996. Our program consists of a complete full-service solution with both Help Desk and On-Sight Service and transaction processing. All equipment is serviced by Certified ATM Technicians strategically located to offer the fastest response time possible. CashTrans is committed to maintaining its leadership and to providing the latest technologies available in the industry today.

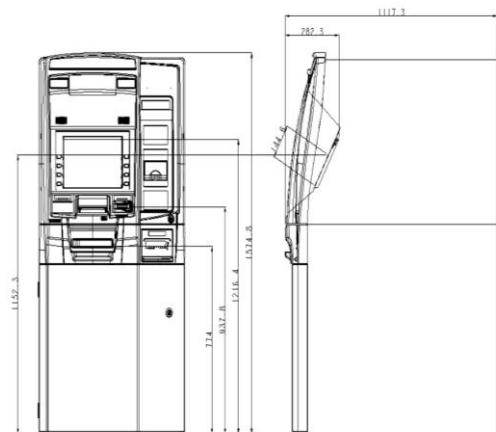
"We will earn your business everyday!"

ADA ATM Compliance Site Surveys

CashTrans provides support for our clients seeking help in evaluating their ATM fleets regarding the **Americans with Disabilities Act Accessibility Guidelines**. For a nominal fee, CashTrans sales and service management will visit each branch or ATM location and conduct a detailed inspection of the ATM equipment.

Section 707 of ADAAG states that ATMs installed after March 15, 2012 must meet the following specifications:

- Keypads, Newton's of force (22.2), reach ranges, clear floor space stay almost the same.
- Maximum elevations recede from 54" to 48".
- Audio services become prescriptive and specific.



Every financial institution will need to conduct ATM site surveys to insure they are in compliance and we can help!

There are 3 elements associated with the CashTrans Site Survey program:

- ✓ The **first element** of the survey is to **determine if the ATM is in compliance with the Americans with Disabilities Act Guidelines** released on September 15, 2010, which requires all financial institutions, regardless of size, to comply with various accessibility specifications for their ATM fleets **by March 15, 2012**.
- ✓ The **second element** of the survey will **outline any changes that will need to be made to bring the ATM into compliance**.
- ✓ The **third element** is that we will be happy to provide any assistance as needed and insure that you have full documentation!