



# ANITA LOPEZ

## LUCAS COUNTY AUDITOR

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Dear Station Manager:

Since 2013, weights & measures inspectors from around the state have discovered an increase in identity theft devices installed on retail motor fuel dispensers. These devices known as credit card scamming devices or skimmers, are used to steal credit card and debit card numbers as well as personal pin codes. These devices often have wireless-Bluetooth technology, which can allow identity thieves to collect information remotely from a distance of up to 100 yards away to avoid detection.

Criminals have attached the devices both internally and externally onto gas pumps, LPG exchange stations, ATM machines, and any number of other types of debit/credit card activated point of sale terminals in order to steal your customer's identity. Credit card fraud has become so widespread that it cost nearly \$8 billion just in the U.S. last year.

### How Can Gas Station Owners Protect themselves?

- ✓ Increased surveillance - fuel pumps that are furthest away from an attendant are most at risk
- ✓ Skimming thieves typically work in pairs. One distracts the attendant inside the store while the other installs the skimming device—Ensure that your staff are aware
- ✓ Periodically opening up the dispensers and checking for skimmers inside as well as outside (keypad or scanner overlays)
- ✓ Use numbered tamper-proof/security seals
- ✓ Work with your processor to establish prompts for pay-at-the-pump
- ✓ Change the original, factory issued lock
- ✓ Proper staff training - knowing what to look for. Training opportunities will be available when you're visited by my Weights & Measures staff during your annual inspection.

### What to do if a Skimmer is Found?

- ✓ Do not touch the device
- ✓ Take pictures as found
- ✓ Shut down the dispenser
- ✓ Contact local law enforcement officials
- ✓ Contact local Weights & Measures inspectors

I would encourage you to check your pumps on a regular basis to ensure that a scamming device has not been attached to any credit card readers and/or keypads. If you have any further questions or would like more information please contact my office @ 419-213-4406.

Sincerely,

Anita Lopez  
Lucas County Auditor