

NOT JUST SECURE. DIEBOLD SECURE.

Diebold is the only company in the world who can provide you with a complete ATM security solution.

When you choose Diebold, you're choosing true security experts. From cameras, sensors, and alarms – to remote monitoring, software, and services – we protect every facet of the financial services industry. Diebold provides a complete security solution, protecting your ATM – and your ATM environment.

To support this vigilance, Diebold has established the Global Security Task Force. This team includes Diebold associates from around the world committed to collecting, analyzing, clarifying and disseminating fraud and security related news and information.

As a world leader in the self-service and security industries, Diebold understands the need for financial institutions to help your customer conduct safe, secure transactions at the ATM. As a result, we've designed a unique Web site (www.diebold.com/playingitsafe) to help financial institutions promote ATM safety to their customers.

From the inside out, layer upon layer, you can trust that your Opteva ATM and the entire ATM environment is not just secure...it's Diebold secure.

Protecting your entire ATM environment

1. Vestibule Access Reader
2. ATM Vestibule Camera
3. Transaction Camera through ATM fascia
4. External Siren with Strobe
5. Cellular Backup in Service Area
6. Security Alarm Terminal
7. Service Viewing Camera
8. Passive Infrared Detection in Service Area
9. Hold Up Button in Service Area
10. Video Recorder in Service Area - Digital or Analog
11. ATM Site Camera
12. Light Level Monitoring
13. Door Contact
14. Seismic Detectors (2) - Chest Door, Chest Wall
15. Heat/Thermo Detector
16. Main Door Contact

HARDWARE. SERVICES. SUPPORT.



Call on Diebold to offer you the latest in product and service solutions and share with you the knowledge we have acquired from nearly 150 years in business.

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 File No. 79-902-ATM

Let's start a conversation today about obtaining the highest level of security in your self-service delivery channel. Please contact your Diebold representative, visit Diebold.com or call 1.800.806.6827

SECURE. FROM THE INSIDE OUT.



Obtain the peace of mind that comes only from Diebold ATMs... engineered with nearly 150-year history of security expertise. Leverage the legacy.

DIEBOLD

DIEBOLD

...PROVIDE A COMPLETE DEFENSE

Consumer Safety

Consumer safety at the ATM has become a leading consideration in the manufacture, deployment and management of ATM networks. To keep consumers safe, Diebold has fully integrated key features specifically designed to discourage criminal activity and enhance consumer confidence.



Consultancy

Our team of experts will consult with you and offer the most appropriate layered security solutions based on your unique self-service channel requirements. Our research on how criminals commit crimes and fraud around the globe help Diebold to develop and publish "best practices" recommendations related to fraud and branch security. Leverage the legacy of Diebold security.

Physical Security

Diebold has been developing and refining safe technology for nearly 150 years. Opteva safes are UL 291 Level 1 certified with a full range of CEN certified safes including CEN L, and are manufactured, tested, and rated for strength and resistance to attacks.



ATM FRAUD PREVENTION



Around-the-clock vigilance
for your ATM network.



In a climate of increased ATM fraud and threats, financial institutions can no longer afford to take a reactive approach to detecting and preventing fraud throughout their ATM networks.

Be proactive – To mitigate ATM security risks, Diebold builds leading edge security features directly into the design of our Opteva family of ATMs. In fact, we've engineered what just might be the most sophisticated, most advanced ATM security solution in the business.

Be attentive – We started with a thorough and exhaustive look at the different ways criminals attack ATMs. We listened to our customers, and tracked the activities of criminals around the world.

Be thorough – Leveraging what we know and what we anticipate, Opteva ATMs contain a multi-layered network of defenses to guard against all types of attacks. Layer upon layer of hardware, software, cameras, safes, alarms, mirrors and more surround every Opteva to thwart criminals and give you peace of mind.

Fraud Prevention: A multi-layered security approach

From one end of the globe to the other, thieves are getting smarter. As they gain more knowledge on how to steal assets, the need to stay one step ahead of their efforts becomes more and more critical. And the most effective way to deter theft and mitigate loss is through a multi-layered security approach. Safety and security are fused into everything we do at Diebold. Therefore, included as standard, are innovative industry firsts that guard against the most sophisticated fraud attempts. These defenses work together as a complete, integrated system securing assets, protecting your customers and deterring crime before it begins.

Card reader security

Opteva's card reader is engineered with the most advanced technologies to target threats, such as card skimming, trapping and fishing. The unique shape of Opteva's fascia around the card reader slot and LED lighting makes it very difficult to install a skimmer. Internal security measures include jitter technology, which varies the speed in which the card moves and uses a series of quick stops and starts making it difficult for a skimming device to read the data off a card. Opteva constantly monitors the card reader gate ensuring it remains completely closed when not in use.

- **Enhanced Anti-Fishing**

Opteva's Enhanced Anti-Fishing contains a motion sensor that detects the presence of a trapping or fishing device. When a problem is detected, the card reader raises a barrier that prevents the removal of the card and reports the activity.

- **Advanced Skimming Detection**

Diebold's latest defense in skimming threats is Advanced Skimming Detection which detects the presence of a skimmer and sends an instant alert to either the ATM network monitoring system or the branch alarm system. An element of Diebold's S.A.F.E. (Secure Anti-Fraud Enhanced) ATM™, the detector features a highly sophisticated proprietary detection algorithm that allows the sensor to discriminate between different types of skimmers, environmental factors and cardholder activity and ultimately reduce false alarms.

Consumer data security

Your customer's confidence in the self-service channel is dependent on the security of their account information. Diebold helps provide a safe environment for consumers to conduct secure transactions at the ATM with consumer awareness mirrors and a recessed fascia designed to keep personal information from shoulder surfers. The addition of Diebold's PIN pad shield provides an additional layer of protection by obscuring PIN entry beyond a 90 degree viewing area visible only to the ATM user. Receipts are printed with the information on the underside, giving your customers an extra measure of privacy.

Encrypting PIN pad: triple DES encryption

Opteva's Encrypting PIN Pad is contained in a sealed module that is tamper resistive and immediately encrypts a PIN number as it is entered. Unlike other ATMs that use the older, insecure single DES method, Opteva uses the most advanced, double-length key, Triple DES encryption standard for maximum security. Opteva's secure remote key transport is provided for the efficient and confirmed delivery of DES keys to the ATM and includes the additional distinctive safeguards of authentication identifiers, random number generators and installed digital certificates to meet all PCI requirements and provide the highest levels of security available.

Dispenser security

The security of Opteva's advanced function dispenser is engineered to deter trapping, fishing, false fronts and false transaction reversals. The dispenser features a robust locking mechanism with dual-locking features and the door forms a tight seal as it closes to deter unauthorized access. Intelligent sensors continually monitor movement within the cash presenter to detect the presence of a trapping or fishing device and report the activity. The communication between the processor and dispenser is encrypted, protecting against PC substitution. A variety of different surfaces and protrusions make it difficult to add any kind of trapping device on the dispenser.

Separate retract and divert cassette compartments

Opteva stores retracted notes separately from diverted notes — a feature exclusive to Diebold. By having separate compartments, you can respond faster to disputed reversals, and more clearly associate the retracted notes with the disputed transaction.

Total Solutions

Hardware
Software
Security
Monitoring

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PHYSICAL SECURITY



Security is never an afterthought...it's at the core of everything we do.



Physical security threats at the ATM are intended to penetrate the hardware through forceful attacks.

Burglary – Armed criminals force customers and employees to withdraw cash.

Brute force – Criminals attempt to steal cash by physically penetrating the ATM and the safe. They use mechanical tools, torches and explosives to open the safe door or make an opening in the safe walls.

Removal – Criminals attempt to remove the ATM from its location, often by tying a chain to it and detaching it with a truck.

From the safes and vaults Diebold first manufactured in 1859, to the full range of advanced integrated security solutions we provide today, you can be certain that Opteva ATMs are designed to be resistive against physical attacks.

Safes

Diebold has been developing and refining safe technology for nearly 150 years. Opteva's safe offering includes UL 291 Level 1 or a full range a full range of CEN certified safes, including CEN L. It is manufactured, tested and rated for strength and resistance to attacks.

Safe and lock options

A wide range of safe and lock options are available to fulfill a variety of safe security requirements and global standards. Lock options include single combination mechanical, electronic and mechanical key lock, electronic lock with external access control and dual combination electronic lock. The electronic locks featured on Opteva include a special duress combination employees can use to send a silent alarm signal that alerts the monitoring center. Many security options are available to customize your lock and alarm features according to individual needs.

Anchoring system

Opteva drive-up ATMs have a rock-solid island-anchoring system with 72,000 pounds of hold force. An interior steel stabilizer adds extra reinforcement and dual-action live bolts secure the dispenser and depository within the safe.

Universal camera mounts

Opteva supports the seamless integration of cameras directly into the fascia. The prominent positioning discourages criminals and alerts them their actions will be recorded.

Intelligent sensor and alarm network

A wide range of advanced sensors throughout Opteva give your ATM the intelligence to detect and report attacks. In addition, the network alarm interface communicates with local and remote alarm systems, so you can be alerted the moment there's trouble.

Layers of defense

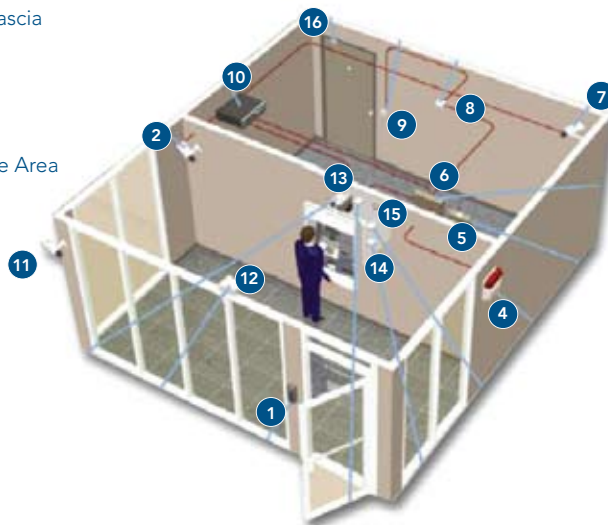
Opteva is built from the inside out with layer upon layer of security measures designed to protect your assets, your brand and your customers. Providing a secure environment for ATM users will help maintain consumer confidence in this important channel.

It is important to consider a variety of security features when choosing an ATM that will help deter numerous types of physical attacks.

From cameras, sensors and alarms — to remote monitoring, software and services — Diebold protects every facet of the banking industry.

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DIGITAL SECURITY

Mitigate the vast business risks associated with the digital security of your self-service channel.

Digital security threats attempt to compromise the ATM's operating system or violate the integrity of transaction-related data.

Hackers – These criminals attempt to break into your ATM's computer network to steal assets, access account information and create chaos.

Worms and viruses – Hackers create small programs, called viruses and worms, that run autonomously through the Internet and can devastate the computer inside your ATM and your entire self-service network.

Other threats – Criminals look for weaknesses to expose and a way to exploit them.



Mitigate the vast business risks associated with these types of threats by leveraging Diebold's multi-layered digital security defenses.

Symantec™ firewall

At the heart of our system is Symantec – recognized as the industry's strongest firewall software.

Symantec defends your ATM with multiple layers of security. All electronic points of entry are locked down and secured—making them invisible to hackers, viruses and worms. At the same time, any external source attempting to connect to the ATM is monitored, analyzed and authenticated and ultimately, blocked if unrecognized.

Intel® trusted platform module chip

The chip, a standard component to every Opteva ATM, verifies the authenticity of sources and commands and ensures a protected exchange of instructions and information.

Encrypted online communication

Opteva encrypts, or scrambles, the message components that are transmitted from the ATM to the network using the latest, most advanced Triple DES standard.

Maximum security settings

Opteva's operating system and software can be configured in the most secure way possible. For example, by running the software with "limited user" privilege, instead of the vulnerable "admin" privilege, Opteva bypasses the viruses and hacker activity that plagues other computers.

Remote management

Diebold makes it easy for you to manage your ATM security. With our server, you can create, test, deploy, and update security policies any time a new threat is identified.

Layers of defense

Opteva is built from the inside out with layer upon layer of security measures designed to protect your assets, your brand and your customers.



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CONSUMER SAFETY



Opteva raises the bar for consumer safety.



Consumer safety at the ATM has become a leading consideration in the manufacture, deployment and management of ATM networks. Opteva goes further than competing ATMs to promote awareness and secure your customers.

Burglary – Armed criminals force customers and employees to withdraw cash.

Shoulder surfing – Criminals steal your customers' PIN numbers and personal information by covertly watching them use the ATM.

To help keep Opteva ATM consumers safe, Diebold includes surveillance cameras, mirrors, task lighting and more throughout the Opteva product line. In addition, a wide variety of additional security options is available through the S.A.F.E. ATM program.

Universal camera mounts

Opteva supports the seamless integration of cameras directly into the fascia. The prominent positioning discourages criminals and alerts them that their actions will be recorded.

Awareness mirrors

Mirrors are incorporated directly into the standard design of Opteva – a feature exclusive to Diebold. These unique convex mirrors allow your customers to be aware of their surroundings, and they discourage criminals from attempting to shoulder surf.

Recessed PIN pad and display

Opteva's unique design makes shoulder surfing extremely difficult. By positioning the keypad centered directly below the monitor, tilted up and recessed deep into the ATM, your customer's body will naturally block the PIN pad as they use the ATM. The monitor is also recessed deep into the ATM, making it more difficult for criminals to see your customers' personal information on the screen.

Receipt printer: underside printing

Receipts are printed with the information on the underside, giving your customers an extra measure of privacy.

PIN pad shield

Guards against shoulder surfing and obscures PIN entry beyond a 90-degree viewing area visible only to the ATM user.

Resources

Diebold understands the need for financial institutions to help customers conduct safe, secure transactions at the ATM. As a result, we've designed a unique Web site (www.diebold.com/playingitsafe) to help financial institutions promote ATM safety to their customers.

ATM environment and monitoring

In addition to the ATM itself, Diebold secures the entire ATM environment including cameras, alarms and monitoring.

Layers of defense

Opteva is built from the inside out with layer upon layer of security measures designed to protect your assets, your brand and your customers. Providing a secure environment for ATM users will help maintain consumer confidence in this important channel.



The following are just a few of the consumer safety tips we offer.....

Never share your Personal Identification Number (PIN) or give it out over the telephone, even if the caller identifies himself as your financial representative or a police officer.

Commit your PIN to memory. Do not write it on your card or keep your card and any written record of your PIN in the same location.

As you approach an ATM, be aware of your surroundings. If you notice anything out of the ordinary, visit the ATM later or use another ATM location. Help make your use of the ATM safer by reporting any unusual occurrences or discrepancies to your financial institution as soon as possible.

If using an ATM at night, always select one in a well-lit area. For added security, use an ATM where the activity is recorded by a surveillance camera. Often, signs are posted indicating a surveillance camera is in use.

Do not leave your ATM receipt in the machine. Take it with you. This not only guards against fraud but also assists in record keeping when comparing with your monthly statement.

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SECURITY CONSULTANCY



Leverage the legacy.

Obtain the peace of mind that comes only from Diebold...where solutions are engineered with nearly 150 years of security expertise.

General consulting – Put this knowledge to work for you through our extensive array of consulting services designed to meet your self-service terminal, security and facility program requirements. Consulting services include:

- Development of security proposals
- Facility and equipment placement and design
- Planning and conducting security seminars
- Planning and conducting facility security surveys

Custom solutions – Need a custom approach? Diebold experts will help you custom design a system that best suits your security requirements. From an initial site evaluation through complete implementation, we will work closely with your team to develop a system that addresses not only your current needs, but also your future plans.

Setting higher standards

To ensure proper implementation, your security system is staged at a Diebold site, which means we bring system components in-house, test them extensively and verify that they perform according to their specifications before delivering them to your sites. This ensures that you get fully-integrated components that meet our rigid and time-established standards.

Security at the core

Leading financial institutions realize the benefits of Diebold security throughout their branches. And you can rely on the fact that the same attention to security is built into every Opteva. In fact, we can provide you with the most secure ATM hardware and network infrastructure available in the world today. No family of ATMs is more secure than Opteva and no one is more experienced at protecting the assets of financial institutions than Diebold. You can be certain that security is at the core of the ATM because security is at the core of our business.

The whole picture

Diebold is a true, single-source manufacturer and supplier of security products, installation, service and maintenance and is one of the few companies in the world that is involved in every aspect of security.

Diebold's exclusive ability to secure the entire branch, the ATM network and the ATM environment includes:

- Electronic security
- Hardware security
- Software security
- Physical security

In good company

When you trust Diebold with your security, you're not alone. Leading financial institutions, corporations and governments around the world rely on Diebold to protect their most valuable possessions. In fact, the U.S. Government trusts Diebold to protect the Declaration of Independence, Constitution and Bill of Rights at the National Archives Building in Washington, D.C.



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