

# ATM FRAUDS - OPERATIONS

**DATE:** Thursday, April 12, 2018

**FEE:** PKR 10,500/- per participant

**VENUE:** Rawalpindi

**TIMINGS:** 9:00 am to 5:00 pm

**5%**  
DISCOUNT  
on 3-5 nominations

**10%**  
DISCOUNT  
on 6+ nominations

**LAST DATE OF REGISTRATION**  
April 10, 2018

**COURSE FACILITATOR**  
Mr. Atique ur Rehman

## COURSE OVERVIEW

ATM attacks and fraud continue to make headlines, despite the fact that the technology running ATM networks is becoming more secure and consumers are perhaps more vigilant than ever. But what do we mean exactly when we talk about ATM fraud? Far from being a simple smash-and-grab problem, ATM owners have to be vigilant against different types of threats to ensure they are protecting themselves and their customers. This one-day training workshop will enable participants to understand the significance of prevention of ATM frauds to safeguard the customer's accounts from wide scale of hacking incidents within the country. It covers:

- Managing ATM Security by using CCTV monitoring;
- Creating the sense of purposeful responsibility among the concerned staff to secure the image and reputational risk of the bank;
- Safeguarding depositors from fraudulent transactions;
- Complying with EMV Standards;
- Cyber Crime Act (specific sections only)

# ATM FRAUDS - OPERATIONS

The Institute  
of Bankers  
Pakistan



## COURSE CONTENT

The stability of financial system is derived from the safety, competitiveness and efficiency of the payment channels and corresponding instruments. The use of electronic means of transactions has facilitated the customers in affecting transactions instantly. However, it has its own risks as well, if the security of the channels or the instrument (like ATM card) is compromised.

In electronic banking, share of Payment Card based transactions has grown significantly in overall banking transactions. With the increased growth in Payment Card transactions, its security has gained importance due to rising threats and vulnerabilities associated with it.

In this one-day training program, we shall deliberate upon the following points faced by our banks in day to day operations in spite of development in Alternate Delivery Channels:

- ATM Fraud in our Banking Industry- Its Causes
- Techniques/Tools of ATM Fraud
- SBP "Regulations for Payment Card Security"
- Card Security Framework (CSF)
- Security Risk Assessment
- Security Control Implementation & Monitoring
- Fraud Resolution Management (FRM)
- Dispute Resolution Management (DRM)
- Consumer Awareness and Record Retention
- Roadmap for EMV Compliance

## WHO SHOULD ATTEND?

- ATM Controller/E-banking/ADC/ATM Support of Branches
- Customer Support/Call Center Staff/Compliant Management Units
- Staff from Inter Branch/Nostro Accounts Reconciliation Unit
- Audit, Internal control officers and Branch Compliance officers

## FACILITATOR

### Mr. Atique ur Rehman

Mr. Atique ur Rehman is an experienced banker with more than 23 years of working experience in the areas of Branch Banking Operations, Advances and Foreign Trade. During his banking career, he has worked in various positions including, Manager Operations, In-charge Credits and Forex, Credit Manager etc. Currently he is serving as Assistant Vice President at Staff College of National Bank of Pakistan (NBP). He has conducted various training courses in the areas of Branch Banking Operations, Credits and Foreign Trade at NBP Staff College as well as from the platform of The Institute of Bankers Pakistan (IBP).

## CONTACT DETAILS:

Shahid Hamed Qureshi T (042)-99210471 E shahid.hamed@ibp.org.pk  
Imran Hameed E imran.hameed@ibp.org.pk

**NOTE: Payment should be made on or before the course start date in the name of "THE INSTITUTE OF BANKERS PAKISTAN". Please send nominations/requests for participation at least two days before the training date.**