

# ALL INDIA BANK OFFICERS' CONFEDERATION



(Registered under the Trade Unions Act 1926, Registration No.3427/Delhi)  
6<sup>th</sup> Floor, E-Block, Samriddhi Bhavan, 1, Strand Road, Kolkata -700 001  
c/o State Bank of India Officers' Association (Bengal Circle)  
Phone: 2210-1234, Fax: (033) 2210-2210



e-mail: aiboc.sectt@gmail.com  
soumyadatta.aiboc@gmail.com  
website: www.aiboc.org  
@aiboc\_in

Circular No. 2021/53

Date: 02.06.2021

## To All Affiliates (Please Circulate)

Dear Comrade,

### ATMs UNDER SOPHISTICATED HACKING ATTACK REVIEW OF SOP OUR CONCERNS

We reproduce hereunder the text of the communique addressed to the Secretary, DFS No. AIBOC/2021/24 dated 02.06.2021 on the captioned subject for your information. Copy of the letter has also been sent to the Chairman, SBI and MD & CEOs of all Banks.

With revolutionary greetings,

(Soumya Datta)  
General Secretary

**Text of the letter no. AIBOC/2021/24**

**Date : 02.06.2021**

Shri Debasish Panda  
Secretary, Department of Financial Services  
Ministry of Finance  
Government of India  
New Delhi – 110 001

Dear Sir,

### ATMs UNDER SOPHISTICATED HACKING ATTACK REVIEW OF SOP OUR CONCERNS

At the outset, we would like to express our deep concern over the spate of ingenious ATM frauds perpetrated through sophisticated hacking attack that have surfaced at several cities of the country and very recently in Kolkata by accessing the server of the bank. Man in the Middle (MiTM) ATM hacking involves bypassing of systems, which cyber fraudsters secretly intercept the two-way encrypted messaging and data transfer between an ATM and its bank servers and manipulate it to prompt ATMs to spew cash from unguarded ATMs. It is learnt that there are too many uncanny links of the modus operandi used in Kolkata and used by fraudsters at Faridabad a couple of months ago. The losses due to highly sophisticated cyber-attacks can run into crores.

02. The modus operandi of the frauds has caused serious concern over the internal security of the system. Criminals have increasingly tuned their malware to manipulate even niche proprietary bank software to cash out ATMs, while still incorporating the best of the classics—including uncovering new

remote attacks to target specific ATMs. Researchers dug through recent evolutions in ATM hacking and in the near future, if such frauds continue unabated, it is quite likely that customers would be affected which would dent the confidence in alternate channels.

03. It is pertinent to mention that all such frauds are taking place in unguarded ATMs in spite of having e-surveillance being installed therein. The lacunae being that such surveillance are not real time and the fraudsters taking advantage of the vulnerability of the unguarded ATM kiosks. It appears that almost all banks have taken a conscious decision to withdraw security guards/caretakers at their ATM Kiosks in an effort to reduce overheads, which has backfired. Such decision of the bank management has drained out crores of rupees through sophisticated cyber-attacks on ATMs that far outweigh the so-called savings from withdrawal of guards/caretakers. At this point of time, it appears that the banks and the vendors are sustaining substantial financial loss. The quantum of loss sustained could be a staggering amount if all banks undertake an immediate reconciliation of the accounts.

04. We have, in the past, brought to the kind attention of your good office of the need to deploy caretakers to prevent the perpetration of such fraudulent acts as well as to instill confidence amongst the banking personnel and customers. The immediate challenge confronting the banks is to fortify the safety and security arrangements by deploying caretakers and to bolster internal security system. All stake holders are required to upgrade their ATM security to thwart such MiTM attacks.

05. In view of the foregoing, we request your good office to critically review the whole problems and accordingly initiate suitable measures and take up the matter with the banks as well as the State Governments for ensuring adequate security arrangements at the ATM sites.

With best regards,

Yours sincerely,

**Sd/-**  
**(Soumya Datta)**  
**General Secretary**