EBRAX

ATM SECURITY LLC

FAQs

1. ALERT REPORTING

a. Do the alerts get reported through the ATM host, or only through the EBRAX monitoring system?

The alerts can be reported to the ATM host or through the Ebrax Monitoring System.

To get the signaling through ATM host:

- We provide a DLL, a Driver and all documentation needed to adapt the software (XFS or application) to get the report data from the Anti-Skimming device.

To get the signaling through EBRAX Monitoring System:

- We install the Driver and a software that reports all Anti-Skimming data to a Cloud-based WS. This software must be put in a whitelist.

b. **Will the alert/fault show up on the ATM event/error log?**

Signaling through ATM host:

- It depends on the host software configuration.

Signaling through Ebrax Monitoring System:

- Yes. All status are logged.

c. **Is there notification sent, via email, to notify us of an alert? Or do you need to be monitoring the EBRAX portal?**

- We can configure an email notification after a System Status change on the Monitoring Central side.

This notification can be through a popup event also.

2. ALERTS IN GENERAL

a. Once the alarm is sounded, when/how does it stop?

- After the alarm is triggered, it will only recovery to its standby status if:

The skimming device (or any other object) that teased the sensor activation is removed.

or

Adjusting the Sensor, either pressing the "Teach-In button" for 4 seconds, or sending a "Calibration Command" remotely.

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i. **Is it time sensitive, or does it need to be turned off locally or in the portal?**

The Alarm mode (fraud detected) is not time sensitive. It will remain in alarm until the fraud is removed (it will recovery immediately after removing), or Adjusting the sensor (locally or remotely).

b. **When the alarm is sounded, does it take the reader out of service? Or can a transaction still be done?**

It is possible to take the reader out of service, but it is not effective.

With the card reader out of service, it still possible to insert the card and try to do a transaction.

What we usually do is to turn off the video monitor. In this way a client may consider the ATM off and do not start a transaction (preventing the card to pass through the skimming device).

Even though if they try to do a transaction, our jamming signal prevents the card data to be read by the skimming device.

c. **False Triggers – how do you combat this?**

The EBRAX sensor has a built-in algorithm that prevents false alarm by compensating environment changes such as temperature and moisture drifts, and by seeking for a Skimming Device behavior signature.

d. **What is the timing before it will go into alert and then alarm? Can this be adjusted?**

Our Anti-skimmer goes into pre-alert (orange) immediately, upon sensing the presence of an object. The standard time set at the factory in which the alarm is activated (red), after continuous detection over time of a physical object of any material introduced into the bezel of the ATM or inside the reader is 160 seconds (3 minutes), but can be adjusted by the customer, with the corresponding software, up to 9999 seconds (166.65 minutes or 2.7775 hours).

3. SOFTWARE

1. **Does it matter what software (XFS or application) the machine is running?**

As a .net application, It must be running under Windows.

But the software does not matter.

As responded in question 2a, both ways works in different ways, but both has the same functionality.

4. WHAT'S THE DIFFERENCE

1. **What are we gaining compared to the existing NCR solution?**

NCR solution was designed by an ATM company. They have experience in ATM, POS and IT solutions.

EBRAX solution was designed by a Security solution company. We have over 21 years of experience focused on Anti-Skimming and ATM security needs.

Our solution is scalable. You can add more features, taking advantage of what have already been invested.

We develop upgrades needed fast. Our main goal is to have your problem solved.

2. I currently know NCRs solution doesn't detect deep insert, but they will have a solution soon.

We already have a deep insert sensor ready since 2016. That's the difference between a security solution company as EBRAX, focused on our client's needs, and an ATM company.

5. TESTIMONIALS

1. Do you have any US based customers who are using this solution on NCR ATM/ITMs?

We have our solution installed in NCR ATMs mainly in Central and South America (Brazil (>30k units), Mexico (>10k units), Panama (>8k units), Colombia (>5k units), Ecuador (>4k units), El Salvador (>3k units), Honduras (>1k units). In Brazil, we supply EBRAX Anti-Skimming directly to NCR. They prefer our solution to their own.

We have our administrative and international comercial offices in Argentina (except for Brazil where our factory is located) through our international companies, Ebrax ATM Security LLC of Delaware and Ebrax Corp. of Belize, through which we market our banking security products, having sold in Europe our solutions in Spain through Tyco.

In the same way, we have had ADT for several years in the US as a distributor and integrator of our Anti-Skimming kit, which was later renamed Tyco.

In Mexico we have an exclusive distributor, Cyttek.

2. If so, do you have a testimonial, or could we speak to them?

Unfortunately, we are not allowed by our clients to reveal their identities or if they are using any of our security solutions.

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