

WHAT TO DO ...

IF YOU FIND A SKIMMER

DO NOT touch the skimmer.

Contact your local police department or the U.S. Secret Service's Cleveland office at 216-750-2058 to remove the device.

Secure surveillance video if possible.

IF YOU HAVE A FUEL MIX-UP

Take the affected pumps out of service immediately.

Notify the Cuyahoga County Department of Consumer Affairs at 216-443-7035.

IF YOU NEED A PUMP REPAIRED

Use ONLY a state-registered service person to work on pumps. To find one, visit the Ohio Department of Agriculture online:

www.agri.ohio.gov/divs/weights/weights.aspx

IF YOU NEED A DEVICE INSPECTED AND SEALED

Contact the Cuyahoga County Department of Consumer Affairs at 216-443-7035 or

use our online service request form:

<http://consumeraffairs.cuyahogacounty.us>

COMPLYING WITH WEIGHTS AND MEASURES LAW

Gas pumps and other measuring devices must be sealed by the Division of Weights and Measures before they are used in sales to consumers.

You MUST contact the county's Division of Weights and Measures for a free inspection any time you:

- Install a new measuring device or dispenser
- Repair or replace an existing measuring device or dispenser
- Spot a broken or missing county seal on a device on your premises

HAVE QUESTIONS?

Contact the Cuyahoga County
Department of Consumer Affairs
Division of Weights and Measures

2079 East Ninth Street
Cleveland, Ohio 44115

Main: 216-443-7035

Fax: 216-443-5920

ConsumerAffairs.CuyahogaCounty.us



@CuyCoConsumers



Cuyahoga
County

TOGETHER WE THRIVE

SKIMMERS AND SEALS



**WHAT GAS STATION OWNERS
and MANAGERS NEED to KNOW**

Cuyahoga County
Department of Consumer Affairs
Division of Weights and Measures

SKIMMERS

Skimmers are illegal devices that capture your customers' debit or credit card information as they make purchases at the pump.

ID thieves install these devices quickly. They are hard to spot unless you know what to look for.

Protect your business and your customers by checking pump registers frequently to make sure they are skimmer free.

TRADITIONAL SKIMMERS



ID thieves have to open pump register cabinets to install traditional skimmers. Because captured data is stored in the device, thieves have to return to the pump to remove the device.

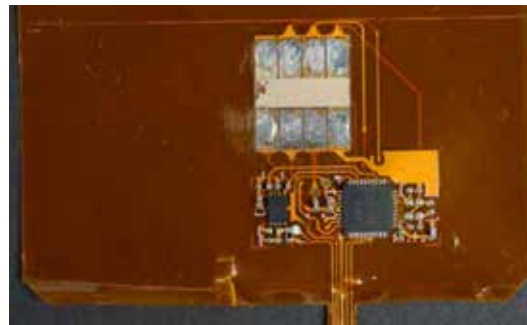
Watch for trucks that block the station attendant's view of pumps (especially on outside lanes) or for people who create a commotion to distract an attendant while the thief opens the register cabinet.

BLUETOOTH SKIMMERS



Bluetooth-enabled skimmers collect and send data electronically, so a thief never has to retrieve the device. But the batteries only last about 3 days and transmit only 50 feet. Watch for people who loiter near the station with phones or other electronic devices.

SHIMMERS & OVERLAY READERS



Shimmers are thin electronic plates that slide into a card reader to capture info from magnetic strips on chip cards. Readers slide overtop the card slot.

Watch for slow transaction data or signs that customers have to insert cards into the card reader multiple times before a transaction goes through.

KEEPING YOUR PUMPS SKIMMER FREE

Make sure employees know what the inside of the register and card reader look like so they recognize when something's wrong.

Institute regular checks of pump registers and card slots.

Consider using security tape or pump register alarms to alert attendants to possible tampering.



Check for skimmers or shimmers if you see broken or scratched cabinet locks or notice delays or malfunctions when customers use cards.

Watch for suspicious activity: People parked or loitering near the station or trucks parked to block an attendant's view of a pump for long periods.

Ask "technicians" who show up for unscheduled work to show an ID and state certification.

Keep up with industry best practices. Technology changes rapidly. Your best defense is keeping up to date.