



The Investigator Newsletter

POS Terminal Swap



Protect Your Profits: How to Safeguard Your Business from POS Terminal Scams

About Us

Since 2000, BCSI Investigations Inc. has performed thousands of successful investigations. Our integrated team of investigators and support services ensure that the investigations are conducted promptly with leading-edge techniques.

With over 40 years of combined experience, BCSI Investigations Inc.

POS Terminal Swap

Business owners, beware of point-of-sale terminal scams. The main ways thieves and hackers can abuse a POS system:

- POS terminals contain firmware that can be hacked, and they contain a lot of data from credit cards that can be stolen.
- POS swaps when the thief takes the terminal and replaces it with an identical one.
- Installing card readers for skimming.
- And just picking it up and using it to issue themselves a refund.

This has become a big issue for small businesses in Toronto. The POS terminals come with a default password that most people do not change, leaving the system vulnerable to thieves. If someone walks in and tests the default code and it works, they can issue a refund to themselves without the owner knowing until later that day.

How to stay safe

Set up manager override protocols

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- Assign each manager a unique password that is required to authorize refunds.
- If a fraudulent refund is issued, it will be possible to identify which code was used and which manager's credentials may have been compromised.

Enforce strict user access control to regulate data access

- Limiting the amount of data that a regular employee can access. restricting access reduces the risk of exposure if an account is compromised.
- Minimize data breach risks by enforcing strict access controls and regularly reviewing user permissions.

Maintain comprehensive audit logs

- Track all user activity and monitor for anomalies. This allows for swift action in response to suspicious behavior or security breaches.

Keep staff training up to date

- Regularly train employees on security protocols.
- Simple practices such as keeping the POS terminal behind the counter can prevent opportunistic theft or tampering.

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