



Steve Pangelinan  
Chief of Police

**PRESS RELEASE**

**ATM SHOULDER SURFING**

**DATE:** January 2, 2015, Friday  
**LOCATION:** Bank of America, 740 East Calaveras Blvd. near Interstate 680  
**CASE #:** 15-002-067

On January 2, 2015, an alert employee of Bank of America at 740 East Calaveras Blvd., near interstate 680, reported a woman was loitering near the ATMs outside. She seemed to be watching ATM users from a car parked in the parking lot and from standing near the ATMs. Milpitas Police Department officers contacted the woman and worked with the bank in an attempt to determine if any fraudulent activity occurred at the ATMs.

Detectives later learned there were at least two (2) victims of fraudulent ATM withdrawals from their accounts. The preliminary investigation revealed the victims used an ATM at the bank on January 2, 2015 and might have inadvertently walked away from the ATM before the session was closed. After the victims completed a transaction and obtained a receipt, they walked away from the ATM believing the session was done. But, there was a prompt on the ATM screen that inquired if another transaction was desired, and the prompt may remain on the screen for several seconds, even after the ATM user has walked away. Only the PIN is required to conduct another transaction, and if someone is watching the ATM user, the PIN can be obtained. This practice is sometimes called “ATM shoulder surfing.”

Detectives are seeking additional victims. Anyone who used an ATM at the bank on January 2, 2015 is asked to check their accounts for suspicious activity. If there are possible fraudulent withdrawals, please immediately notify your bank and call the Milpitas Police Department at 408-586-2400.

Press Release By: Lieutenant Henry Kwong  
Date/Time: January 15, 2015, 6:00 p.m.