# ATM Compliance Checklist BRANCH:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Completed by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  | **Response** | **Comments** |
| **A** | **ADA Compliance** | | | |
| 1 | Does the headphone jack provide proper voice instruction? | (Y/N) |  |  |
| 2 | Are braille indicators present for |  |  |  |
|  | * Headphone Jack | (Y/N) |  |  |
|  | * Keys | (Y/N) |  |  |
|  | * Card Reader | (Y/N) |  |  |
|  | * Cash Dispenser |  |  |  |
|  | * Receipt Printer | (Y/N) |  |  |
|  | * Depository | (Y/N) |  |  |
|  | * Envelope Dispenser | (Y/N) |  |  |
| **B** | **Signage** | | | |
| 1 | Is the following signage present? |  |  |  |
|  | * Funds Availability Notice | (Y/N) |  |  |
|  | * Accepted Cards | (Y/N) |  |  |
| **C** | **Tampering** | | | |
| 1 | Do the following areas show signs of tampering? |  |  |  |
|  | * Card Reader | (Y/N) |  |  |
|  | * Cash Dispenser | (Y/N) |  |  |
|  | * Depository | (Y/N) |  |  |
|  | * Camera Cover | (Y/N) |  |  |
|  | * Machine Housing | (Y/N) |  |  |
| **D** | **Transactions** | | | |
| 1 | Are cardholders subject to surcharge notified (via on-screen prompt) of the fee prior to being charged? | (Y/N) |  |  |
| 2 | Are receipts available for each transaction? | (Y/N) |  |  |
| 3 | Are the following items present on transaction receipts | (Y/N) |  |  |
|  | * Date and Time | (Y/N) |  |  |
|  | * Location or Terminal ID | (Y/N) |  |  |
|  | * Amount and Type of Transaction | (Y/N) |  |  |
|  | * Truncated (4 digit) Card Number | (Y/N) |  |  |
|  | * Actual Balance (not including od limit) | (Y/N) |  |  |
|  | * Surcharge (if applicable) | (Y/N) |  |  |
| **E** | **Other comments or notes** | | | |
| 1 |  | | | |
| 2 |  | | | |