

Subject: ATM security critical update

Importance: High

Dear Valued Customer,

Attached is an important security update regarding a recent physical break-in that affected a number of Diebold automated teller machines (ATMs) in Russia, and steps we recommend you take to help protect your institution should a similar attack affect your ATMs. Please review the attached update carefully for more information on this particular attack.

While this crime has been isolated in Russia, Diebold is taking the precaution of providing a security software update for all its Windows®-based ATMs globally. This is considered a precautionary security measure. Diebold believes this update will help prevent the attack that was targeted in Russia from occurring at Diebold ATMs in other regions in the future.

Diebold has a program within its global sales and service infrastructure to address this potential risk and apply the software update globally. For U.S. customers, the ATM security update will be installed during the next service call.

This latest offense against Diebold ATMs is another example of the growing level of sophistication and aggression involving ATM-related crime. Security is one of Diebold's absolute priorities and our engineers are working constantly to address emerging ATM security threats. Diebold continually emphasizes the customers' role in reducing the risk of attacks by following industry-standard security procedures related to managing physical access to ATMs, password management and software updates.

If you have questions concerning this security update or require assistance to reduce the risk of criminal attack against your ATMs, please contact us at 1-800-806-6827 or email atmsecurity@diebold.com.

Sincerely,



Scott M. Angelo
Vice President, Chief Security Officer
Diebold, Incorporated