



Commissioner Adam H. Putnam

Florida Department of Agriculture and Consumer Services

Protect Consumers from “Skimmers” at the Pump

Commissioner of Agriculture Adam H. Putnam is dedicated to protecting consumers, and some consumers are preyed upon at gas pumps in Florida. Criminals are placing “skimmers,” devices that capture consumers' credit and debit card information, on card readers at the pump. You can help – by working at or with a gas station or convenience store, you can join in the effort to protect Florida's consumers and visitors.

What to know:

- Skimmers placed within the pump cabinet are not usually visible from the outside of the pump.
- Criminals usually place skimmers on the pumps farthest away from the storefront to avoid being seen.
- Open pump dispensers or torn security tape could indicate that a pump has been tampered with.
- Criminals will sometimes use an accomplice to block the store clerk's view with a large vehicle while another person installs a skimmer.
- Criminals sometimes access the information stored on the skimmer using remote technology. If a car is parked in the lot for a prolonged period of time with the person within it, it could be an individual accessing illegally obtained financial information.

How to help:

- Look for suspicious activity, such as a person tampering with a gas pump's cabinet or pulling a large vehicle out in order to obstruct the store clerk's view for some time.
- If you suspect a skimmer has been placed on a pump, inform your store manager.
- If you find a skimmer, leave it there and contact local law enforcement or the Department of Agriculture and Consumer Services so investigators can remove the equipment and conduct an appropriate investigation.
- Routinely check pumps for signs of tampering.

Who to call:

- Call local law enforcement or the Florida Department of Agriculture and Consumer Services at 1-800-HELP-FLA.