Recently, a number of Toronto main street businesses have been targeted for **TERMINAL REFUND THEFTS** resulting in **thousands of dollars stolen** through Point of Sale (POS) terminals. These thefts have been **executed during the day and in front of employees.**

To keep your business safe from these cybersecurity attacks, **awareness and information sharing is key.**

Key Takeaway: If a transaction is declined, ensure the employee is the one to reprogram the transaction on the POS terminal. Never let the customer reprogram the terminal themselves, unless inputting their payment card pin code.

Additional resources:

- Toronto Police Services [POS Terminal Theft Brochure](#)
  - Tips on how businesses can protect themselves from terminal theft

- [Urban Baker's Presentation](#) from Digital Main Street Cybersecurity event
  - Discusses/shows how terminal thefts can be executed (presented by victim of theft in 2024)

- Toronto Police Services ["Local Business Watch" poster](#)
  - Can be posted in windows of businesses to deter criminal activity