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Message from the Country Director



Karrin Parker at the NHTC. It's wonderful to hear and see what you're doing and I hope to do as much of that as possible.

As you know, over the past several months Peace Corps Lesotho has had to deal with significant staff vacancies. The CHED program has been particularly hard hit in this area. Fortunately, Charles, who had to jump into the acting CD role almost as soon as he arrived in September, can now focus on his role as APCD. With the hiring of M'e' Selloane as CHED Program Assistant in December, M'e' Jimi, who had been wearing many hats, is now the full-time HIV/AIDS Coordinator and Peace Corps' primary representative on the PEPFAR team. M'e' Selloane is a welcome addition to the team and has been on so many site visits since I arrived that I've barely seen her!

Now it's time for the Education program to be a bit short-staffed (but for a very happy reason), as M'e' Malitaba had her baby on February 25th and will be on maternity leave for a couple of months. Congratulations, M'e'!! Ntate Clement refuses to let the thinness of the Education program staff deter him, however, and has lots of site visits planned.

The whole Programming and Training Unit is still minus a P&T Secretary, and although Dr. J was joined in November by M'e' Mantiti after being the sole PCMO for more than 6 months, the Medical Unit is also without a Medical Secretary. We hope to assess overall program needs and recruit replacements as soon as possible so that we can return to a full staff contingent to support you, the Volunteers, and your work.

Meanwhile, I'd like to thank the entire staff and Volunteers for your continued hard work. I look forward to working with all of you to ensure that Peace Corps Lesotho is the best program it can be. And when you're in Maseru, please stop by my office to say "lumela!"

Khotso Pula Nala.

Kathy Jacquart Dill
Country Director

Lumelang! I realize now that in my "guest appearance" in the December issue of the Khotso, I mistakenly used the singular greeting instead of the plural. My apologies! M'e' Malineo has since straightened me out in that regard and taught me other useful expressions, such as "Ke bua Sesotho hanyane" and "Ke thabile kajeno!"

The evening of our arrival, my husband Michael and I were greeted by an amazing rainstorm that was followed by stunning clouds and an awesome sunset. We are both extremely impressed by the beauty of this country and the warmth of its people. I have spent about 10 years living in Africa and have traveled in most of its countries, but this is Michael's first time on the continent. He has been a shutterbug since he landed and will probably fry his camera's memory card in the next couple of months!

It seems like the first two weeks of work were a series of meetings: with staff, the VAC, the DAR, the Embassy (lots of meetings at the Embassy!), NGO partners, and others. All were important and useful, but the highlights of the past two weeks were: when Volunteers took the time to stop by my office to introduce themselves and chat; accompanying M'e' Jimi and M'e' Makhouta to Butha Buthe to visit Meg Orazio, Mike Dissen and Nicole Ann Evans' life skills camp (see photo); and visiting

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From the Editor's Desk

Articles must be received by the 4th Monday of the month to be included in the following month's edition of the Khotso. **When submitting articles, please provide the name of the person making the submission and a contact person for follow-up questions.** The Newsletter will be emailed and a hardcopy made available in the office on or about the 1st of each month. Please make sure that your email address is on file with Peace Corps.

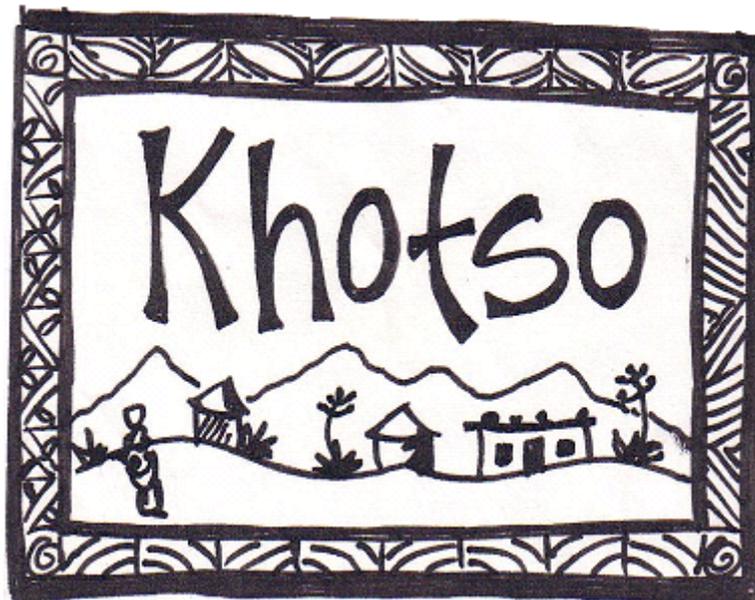
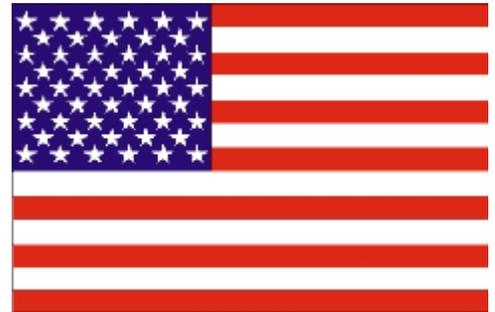
The editorial staff would like feedback from PCVs regarding the content. It is our desire to provide you with information that is useful, helpful, and encouraging. We would appreciate receiving constructive feedback from you as to whether the information contained in this newsletter met your needs.

By submitting articles, you are providing Peace Corps Lesotho with the right to reprint your article in full or part in any publication.

Deepak Pullanikkatil
Editor



Editorial



PCV Birthdays

Birthday greetings go out to the following PCVs. The Peace Corps Lesotho staff sends you greeting and hope that you have a very prosperous year.

Happy Birthday PCVs**March**

Kremnitzer, Kelly	March 8
Orazio, Margaret	March 10
Leaf, Kaitlin	March 16
Thompson, Kaye	March 20
Green, Sara	March 25
Gordon, Ellen	March 26
Hall, Eric	March 29
Scheunemann, Ann	March 31

April

De Lucia, Nancy	April 7
McKeen, Emily	April 7
Essue, Andre	April 16
Griffin, Edward	April 25

May

Vonholtum, Megan	May 4
Nosler, Merrill	May 13
Santos, Adam	May 15
Waggoner, Haley	May 17
Lobrow, Karolina	May 18
Cuevas, Victor	May 19
Viola, Gregory	May 20
Griffin, Carol	May 30

CONGRATULATIONS TO 'M'E MALITABA

'M'e Malitaba had a healthy baby boy on Thursday, February 25. Both mother and child are doing well. 'M'e will be on maternity leave until the end of May.

FOR SALE**M700 or best offer**

Boston Legal The Complete TV Series DVD Box Set Includes all Five Seasons Includes: Commentaries, Featurettes, Deleted Scenes, Cast Interviews
Cast: James Spader, William Shatner, Candice Bergen, many more

Boston Legal combines riveting drama, biting social commentary, and wickedly outrageous humor.

Season 1, 5 discs, 697 min, 17 episodes

Season 2, 7 discs, 1107 min, 27 episodes
Season 3, 6 discs, 982 min, 24 episodes
Season 4, 5 discs, 846 min, 20 episodes
Season 5, 4 discs, 535 min, 12 episodes

Total 27 discs

Total 4167 min (over 69 hours)

Purchased Nov 2009 @ R1499 in Bloem, watched once, DVDs in perfect condition.

Important: These are Region 2 (South Africa & UK) Format DVDs.

Thinking of Career in Law? Get a head start, watch Boston Legal.

Call/SMS Ed or Carol at +266 5951 9235

**M350 or best offer**

Jansport hiking backpack, ~60L capacity, in good condition; lots of pockets; the only problem is that the sternum strap is broken. Contact Violeta 58810578.

I WANT TO BUY

I would like to buy a wire car made by children in Lesotho. I will pay for

shipping too. Please contact me if you know a young Mosotho entrepreneur under the age of 16 who can make an original design wire car/pick-up truck (like in the picture above) for me.

Thanks

Walker Ogden,
RPCV-Lesotho

Served as an industrial arts teacher at St. Monica's Sacred Heart HS in the late 1970s.

WOgden@AWTank.com

Walker Ogden, 243 Ogden Rd, Odum
GA 31555 USA, Phone: 912-367-0743

PCV News Corner



Staff Birthdays



March

Bernard Letsella March 15

April

Tsatsi Sefefo April 19

May

Ralintoane Majara May 2
Makhauta Mokone May 26

Peace Corps Lesotho Holidays

March

March 11— Moshoeshoe Day (LS Holiday)*

April

April 2— Good Friday (US, LS Holiday)*
April 5— Easter Monday (LS Holiday)*

May

May 1— Workser’s Day (LS Holiday)*
May 31— Memorial Day (US Holiday)*

*PC Lesotho remains closed on this day.

Admin Corner By Rich Carlson

MISSING A PACKAGE FROM HOME?

Our Peace Corps’ drivers pick up mail and packages daily from the Main Post Office in Maseru. This includes all mail to Peace Corps, PO Box 554, 5 Bowker Road, Maseru, 100. Imagine our surprise this week when we received a stack of statements for storage fees on parcels to Peace Corps Volunteers, which were not picked up, dating as far back as last June. The odd part is that there doesn’t seem to be any rhyme or reason as to what

went into storage and what they gave us daily.

We had two meetings with the Post Master and staff on this issue. We’re hoping that this matter has been corrected, however we will be routinely checking on items that might have gone into storage.

If you’re missing a package from home we probably have it. Drivers will be delivering the parcels if they are going your way. I hope the cookies from home are still tasty.

Chaco Sandals

Need a new pair of sandals? Chaco has agreed to sell their products to Peace Corps Volunteers at about half the retail cost. Payment must be by credit card, they will only ship to a US address and you must have a letter from Peace Corps verifying your service. They have also asked that PCVs not brag about this offer, especially to their retail outlets. If you are interested please contact Rich Carlson for an order form with prices and the certification letter.



Staff Corner
Admin Corner
Education Corner

Education Corner By Clement & Malitaba

Khotsong!

I hope you all had a positive start this new academic year. We have already done a few site visits and from what we have seen and heard, most of you are as expected doing a fantastic job out there. With ‘m’e ‘Malitaba out for the next few months again, I will appeal to you to take note of the Ed Calendar, particularly the times that I will be in the office, please be patient with slow response rate at times.

Thank you for your understanding on this. By the way, after a long long journey from planet ‘Mars’ I believe... Katleho Hlabana arrived safely on our planet on February 25 and both he and mom are healthy!!! I have been informed by ‘m’e ‘Malitaba that Katleho will conduct a few site visits after winter break!!!

Our first PAC meeting of the year will take place on March 31 this year. Please present any ideas for this meeting

ASAP to your representatives so we can plan ahead of time. PAC reps please prepare to be here in Maseru the evening of March 30 so we can meet first thing in the morning.

This is probably the shortest edition of the ed corner since I have been on travel for some-time. I wish you all a wonderful autumn season. Please enjoy the pictures from our last site visits in the South!



Khotsong March 2010. A United States Peace Corps—Lesotho publication.

Khotso



Education Corner



A few reminders from staff...

CHED 08 COS Conference:

- ◇ April 19-21. The venue has not been determined. No guests are invited.

Communication:

- ◇ If you have an emergency and the duty phone is not answered, call another staff member. Sometimes the duty phone (like other phones) does not work.
- ◇ Be aware that sometimes “buzzing” a staff member’s phone may not work. Try buzzing twice. If you don’t hear back within a couple of hours, buzz them again, call or text.

Training Center:

- ◇ Pets are not allowed at the training center for several reasons, including the fact that some people may have animal allergies. Be considerate of your fellow Volunteers and PC staff and do not bring your pet.
- ◇ All Volunteers must show their PC IDs at the Training Center gate. This is for your safety. Guards do not necessarily know all the Volunteers or may not be sure if someone without an ID is on the approved list.
- ◇ As announced at the All Vol conference, the washer and dryer at Training Center are off limits to Volunteers.

World Cup:

- ◇ Volunteers planning to go to the World Cup games must submit their leave requests including itinerary, hotel booking, and contact details no later than March 9 so that we can inform PC/ South Africa by March 10 if the leave is approved. Even if you do not yet have tickets but think you may go, you must request leave now and provide as much information about your travel plans as possible. CHED 08 Volunteers may request permission to leave their site for the purpose of attending World Cup games if they have tickets.

March 2010 Staff Travel Itineraries:

Clement

- March 3 Tsakholo HS (Kelly)
- March 8 Botha Bothe ECCD (Nicole), St. Denis HS (Melody)
- March 9 Sefako Primary (Mike)

Jimi

- March 4 St. Denis High School, Butha-Buthe
- March 5 Butha-Buthe Camp Town

Dr. J

- March 4 to 7 Medical update at University of Free State Department of Family Medicine
- March 15 to 19 Medical site visit to Mohale’s Hoek
- March 25 to 28 Medical update: Advance Cardiac life support at Pasteur Hospital, Bloemfontein

Thamae

- March 9 Katse (Site Development)
- March 10 Thaba Tseka (Rocio’s site) with WFP
- March 11 Bobete (Oscar’s site)
- March 12 St. Theresa (Jack’s site), Mashai (Jonathan site)



*Announcements from
Staff*

Groups work together to collect books for African schools

By Vera Greene

Collegian Staff Writer

Published with permission from Collegian

With Africa's literacy scraping in at less than 60 percent, an international call for improvement has pushed Penn State students and faculty members to join an effort to aid less-developed countries. Students, professors and interns from the Penn State College of Education and the Professional Development School (PDS) have been working for the African Library Project, a world organization that collects books to create libraries in primary and secondary schools in Africa.

For every 1,000 books collected, a library is added to a school. Penn State volunteers began in October and have exceeded the 2,000-book goal by 15,000 books. They hope to send the books to Swaziland, near the southern tip of the continent. Now, the volunteers see only one problem standing in their way: funding. College of Education professor Jim Nolan said the group needs to raise \$8,000 total to pay for shipping costs. So far they've received about \$2,500 and are collecting cash and check donations. Nolan said the project started in October when former PDS intern Mike Disen, Class of 2008, contacted PDS after joining the Peace Corps.

"Mike saw that his school in Lesotho didn't have many books, so he found out about this project and e-mailed us to see if we were willing to help," Nolan said. Once Nolan committed to helping, he opened up the effort to the College of Education. Michael Gottfried (freshman-secondary earth and space science education) said that Nolan inspired him to join the effort – so much so that he collected 6,000 books in his hometown of Roxbury, N.J.

"Every little bit counts, every little action adds up and can eventually lead to an increase in literacy in Africa," Gottfried said. "Every dollar can help make an impact. If enough people give money, we'll be able to send all these books." Lori McGarry, a PDS intern, said she hopes they attain the funds needed to send all 17,000 of these books. "There are some kids who have never held a book in their hands," McGarry (graduate-secondary education) said. "These countries are in so much trouble – we need to build literacy from the primary schools on up." With the April 1 deadline approaching, everyone involved in the African Library Project

is crossing their fingers in hopes of raising enough money to send what they say could be a life-changing package of books.

"We're done collecting books, now what we really need is to come up with the funding," Gottfried said.

PCV Life



Time and A'Gwen

By Ellen Gordon

"Unexpected Consequences From Holiday Celebration" Mphaki, Quthing

Local farmers from the Mphaki area of Quthing created an uproar last Friday evening as a St. Patrick's Day celebration erupted in bubbles. In an attempt to dye the Senqu River green, much like the Chicago River is dyed green on St. Patrick's Day in Chicago, Illinois, USA, area residents Motlatsi Khitsane and Teboho Mokhutlule dumped uncountable liters of green-colored Sunlight dish soap into the river. Unexpectedly, bubbles starting rising from the Senqu mere seconds after the soap was dumped.

Down river, in Phamong, Mohale's Hoek, residents have been seen carrying everything from dirty laundry and cooking pots to their filthy young children to the soapy river for washing. Housewife Limpho Mohlehle could not be torn away from her washing for an interview, but mutters of "this soapy miracle!" have been heard coming from her direction. Other local women seem to share the same sentiments, but all have been far too busy scrubbing to give an official statement.

Even farther down river, near Moyeni, Quthing, environmentalists have been worried by the number of fish turning belly-up on the banks. In fact, this unlikely turn of events has led to not only the discovery of a new species of trout, but sadly, also the extinction of the species in the same instant. Luckily, locals nearby have not eaten so well in decades, since the last poisoning of the Senqu occurred.

A Peace Corps Volunteer Redefines Service in Lesotho, Teams up with MCC **by Brian Baltimore, Deputy Resident Country Director, Lesotho**

The U.S. Peace Corps and MCC are breaking new ground in the Kingdom of Lesotho. In November 2009, the Peace Corps assigned volunteer Phil Youngren to work with the Millennium Challenge Account—Lesotho (MCA-Lesotho), the entity charged with implementing the country’s five year, \$362.6 million MCC compact. Phil is the first Peace Corps volunteer worldwide to be assigned to an MCA unit.



Peace Corps volunteer Phil Youngren at a water facility site visit surrounded by Basotho children. Phil is the first U.S. Peace Corps volunteer worldwide to be assigned to an MCA unit.

Phil’s duties matter for two key reasons. First, this partnership is an excellent example of U.S. government collaboration in international assistance efforts and an outgrowth of the memorandum of understanding signed between the Peace Corps and MCC on January 12, 2009. Second, the MCA-Lesotho/MCC/U.S. Peace Corps-Lesotho partnership has created an important platform for expanding the roles of volunteers and the range of their contribution to the country. Peace Corps volunteers in Lesotho have traditionally worked in rural, grassroots assignments outside of Maseru, providing capacity building and direct support to community groups. Phil

is currently co-managing the MCC-funded Rural Water Supply and Sanitation Project, which will reduce sanitation-related health problems through the construction of 250 rural water projects and more than 10,000 ventilation-improved pit latrines in rural areas throughout Lesotho. “Working with MCA-Lesotho’s Water Infrastructure team is really the best of both worlds,” Phil says. “I’m using my professional training as an engineer on community based infrastructure projects while also serving as a Peace Corps Volunteer. It’s great to be part of a team improving rural water and sanitation conditions”

As a Peace Corps volunteer, Phil offers a U.S. perspective on project management, engineering, and business process analysis. Phil has already become an integral part of MCA-Lesotho and his work with the team is proof of the potential impact close collaboration between MCC and the Peace Corps can have on development projects in other countries around the world. In the words of MCA-Lesotho CEO Sophia Mohapi, “We are very pleased to be working with the U.S. Peace Corps in Lesotho. Volunteers bring a wide range of skills and perspectives that positively influence the important work of the compact. In a short time, Phil has become part of our team and part of the MCA-Lesotho family.”



PCV Life

Peace Corps Volunteers Organize Olympic Games in Local Communities

February 26, 2010 WASHINGTON, D.C. – Peace Corps volunteers are drawing upon worldwide Olympic spirit by organizing their own versions of Olympic events in their local communities to engage local youth by teaching sportsmanship, leadership and confidence.

Kazakhstan Peace Corps volunteer Shannon Huett of Poplar Bluff, Missouri recently organized the first winter paralympic games for disabled youth at a rehabilitation center in the community she lives and works in. The project was designed to increase the children's confidence and raise awareness about providing needed services for disabled youth in the local community by creating Olympic-like sports and activities.

The games opened with a torch relay and a parade behind the community's custom-made Olympic flag.

Twenty participants, aged 14 to 25, participated in ice-skating, darts, billiards, ping-pong, basketball, paintball, karaoke, frisbee, swimming, and group games such as tug-of-war, wheelchair races, -ice-sled races, and a dance party. Dynara, a 25-year-old Kazakh woman with hip and leg disabilities, was able to ice-skate for the first time in her life.

"If you know anything about winter here in Pavlodar [Kazakhstan], you know that ice-skating is a big deal," said Huett, an organizational and community development volunteer with a B.A. and M.B.A. from Drury University. Dynara "has asked me since then when we will get to go again. She was thrilled!"

The rehabilitation center was also able to hold an afternoon of games at the local pool thanks to additional support from seven university students studying physical therapy and one of their professors.

"I got to see the joy in their smiles," said Huett, a former lifeguard. "Being with the youth of the rehabilitation center in the pool made me realize how much I – and all those whom I have taught – can assist in making someone's life better by introducing disabled youth to the sport of swimming."

In late April, Peace Corps volunteers in Jordan will hold their third-annual Olympic games in the community. More than 100 youth are set to participate in Jordan's National Physical Education Games, which is coordinated with Peace Corps youth development volunteers and the Higher Council for Youth.

This year, Peace Corps volunteers hope to tap support from The Jordan Olympic Committee to help prepare Jordanian youth for the Olympic events, which include soccer, basketball, and five track and field events. In previous years, youth were trained by Peace Corps volunteers. More than 419 individuals have served in the Hashemite Kingdom of Jordan since the government first invited Peace Corps Volunteers in May 1997. Currently, 30 Volunteers serve in Jordan.

Over 1,043 Peace Corps Volunteers have served in Kazakhstan since the program was established in 1993. Volunteers in this Central Asian nation work in the areas of education, community development, and youth development. Currently, 165 Volunteers serve in Kazakhstan.

Peace Corps Honors Returned Peace Corps Volunteer with President's Volunteer Service Award

February 18, 2010 Washington, D.C., November 18, 2010 – Peace Corps Director Aaron S. Williams presented the President's Volunteer Service Award to returned Peace Corps volunteer Myron Fountain at the University of North Carolina at Chapel Hill last night. After meeting with faculty and staff on campus, Director Williams recognized Fountain during an address to over 150 students at UNC-Chapel Hill's FedEx Global Education Center. Director Williams discussed the life-defining opportunities Peace Corps provides and the many tangible benefits Peace Corps volunteers receive upon returning home. The President's Volunteer Service Award recognizes individuals for current volunteer activities and lifetime volunteer service. The President's Council on Service and Civic Participation created the award to honor and recognize Americans who inspire others to engage in volunteer service. Peace Corps has partnered with the President's Council to recognize the great service of Peace Corps Volunteers both at home and abroad. Fountain was a Peace Corps Volunteer in Malaysia from 1978 to 1980, serving as an agricultural advisor to youth. When Fountain returned from service, he dedicated himself to Peace Corps' third goal by bringing the Peace Corps experience back to the United States. Among other accomplishments, Myron currently serves as president of the North Carolina Peace Corps Association and works to support both returned and currently serving Peace Corps Volunteers from North Carolina.

UNC-Chapel Hill is the sixth-ranked Peace Corps Volunteer-producing university. Currently, 78 UNC-Chapel Hill alumni serve as Peace Corps Volunteers and 1,092 UNC-Chapel Hill alumni have served as Volunteers since Peace Corps was created in 1961.

General Peace Corps News



Spotlight on Speakers Match & Correspondence Match

Kindergartners locate Burkina Faso on a map and send questions via instant message to a Peace Corps Volunteer living there. High school students raise money to provide computers for a classroom in El Salvador. ESOL students interact with a returned Volunteer and share stories of adapting to a new language and culture. These are just a few of the exciting educational experiences made possible by Coverdell World Wise Schools' Correspondence Match and Speakers Match programs!

To bring Peace Corps Volunteers' stories to U.S. teachers and students, Correspondence Match connects classrooms with Volunteers serving overseas, while Speakers Match brings returned Peace Corps Volunteers into schools across the country. Every year, these programs connect thousands of students with Peace Corps Volunteers, providing rich exchanges of culture, ideas, and experiences. This month, we bring you new tips to help you make use of these programs, and highlight some inspiring stories from matches around the country.

Bring the world to your students by inviting a returned Peace Corps Volunteer to visit your classroom or community group. The Speakers Match program provides a fascinating way for students to learn about another culture and hear an inspiring story of service. Volunteers share photographs, artifacts, music, language, and stories. Their work in education, health, environmental issues, agriculture, and business can help your students learn about global issues as well as the geography and culture of another country.

World Wise Schools is proud to unveil our new Speakers Match Handbook! Rich with resources for educators and Peace Corps Volunteer speakers, we hope it will help you make the Speakers Match program enjoyable and useful for your students. The handbook provides teaching suggestions to connect your Speakers Match activity with Language Arts, Social Studies, Science, Math, World Languages, and other subjects. It also includes suggestions for communication between the speaker and teacher, and ideas for pre- and post-visit activities to extend the learning of the speaker's visit.

If you are not already taking advantage of these unique programs, we hope you will consider using Speakers Match and Correspondence Match, and encourage your colleagues to do so! Please keep in touch with World Wise Schools and let us know how the programs are working for you. Email wwsinfo@peacecorps.gov and tell us about your experiences. We welcome your stories and your feedback!



Attachments

SECURITY ALERT

ATM Scams in Lesotho & South Africa.

PC Lesotho SSC would like to share with all PCVs security information regarding ATM scams in Lesotho and South Africa.

RSO was made aware that one of our Mission employees was unfortunately a victim to one of these ATM scams. The employee used the ATM machine, located at the Lesotho Bank at the Maseru Post border, where their card was captured and used without the employee's knowledge. The criminal then used a device to capture the card information and pin number and was successful in withdrawing all of the employee's money from their account.

The SSC would like to remind all the PCVs to be extra vigilant when shopping in both Lesotho and South Africa, especially if you plan on withdrawing cash from an Automatic Teller Machine (ATM). The below information is for your reference.

- ◇ In this picture you see an individual who apparently is making a bank transaction at the ATM.
- ◇ What he really is doing is placing a trap in the ATM machine to "capture" the next user card.
- ◇ Altering the ATMs is a risky business, these individuals work in teams. An accomplice warns of any possible eye witnesses / or of the next potential victim.

Attachments



◇ Here we see the next client using the ATM, after the trap has been set. He inserts his card and begins his transaction.

◇ The ATM card is confiscated, and the customer is confused, asking himself, why has my card been confiscated?

◇ However, here we see the cavalry coming to help, (Good Samaritan

to your HELP!!!).

◇ The thief is pretending to help. What he is really doing is trying to gain the “customers” PIN, now that he has captured his card.

◇ The Good Samaritan convinces the “Customer” He can recover the card, if he presses his PIN at the same time the Samaritan press “cancel” and “enter”.



◇ After several attempts the “customer” is convinced his card has been confiscated. The “customer” and the Samaritan leave the ATM.

◇ Satisfied the area is clear, the thief returns to recover the confiscated card from his trap. He not only has the card, he also has the PIN the

“customer” provided unknowingly.

◇ In possession of the card and the PIN the thief leaves the ATM after withdrawing the maximum amount from the “Customers” account.



THE TRAP

The trap is made up of XRAY film, which is the preferred material by thieves; simply because of the black colour which is similar in appearance to the slot on the card reader. The trap is then inserted into the ATM slot. Care is taken not to insert the entire film into the slot; the ends are folded and contain glue strips for better adhesion to the inner and outer surface of the slots. Once the ends are firmly glued and fixed to the slot, it is almost impossible to detect by unsuspecting clients. Slits are cut into both sides of the trap; this prevents your card being returned prior to completing your transaction. As soon as the “Customer” has gone, and they have your PIN, The thief can remove the glued trap, by grasping the folded tips, he simply pulls the trap out that has retained your card.



RECOMMENDATIONS

1. Once your card has been confiscated, observe the ATM slot and the card reader for any signs of tampering. Should you see the film tips glued to the slot, unglue, pull the trap out and recover your card.
2. Report IMMEDIATELY to the Bank.

Be aware of anyone loitering in the vicinity of the ATM. Never accept help from anyone if you are experiencing problems with the ATM. Cancel the transaction and leave the area. Be aware of people asking for your PIN, asking you to re-type your PIN or offering to assist you with the ATM in any way. Visually and physically inspect the ATM before you use it. Be on the lookout for: false fronts, smooth surfaced keypads, card capture devices (run your finger over the card slot to ensure its surface is flush with the lip of the slot) and pinhole cameras which can be disguised as brochure dispensers or other attachments. Do not let anyone handle your ATM card. Do not allow anyone to reach over your shoulder and take the card from you or remove your card from the machine. Use your hand to cover the key pad while you type in your PIN.