

**GEORGIA LOTTERY CORPORATION  
COIN-OPERATED AMUSEMENT MACHINE NOTICE**

**INCREASED REPORTS OF TAMPERING TARGETING COAMs  
AND PLAYER CARD/COAM GIFT CARD FRAUD**

The Georgia Lottery Corporation (GLC) has received an increasing number of reports regarding the use of devices and tools by individuals attempting to manipulate COAMs. These unauthorized attempts pose a potentially significant threat to the integrity of a COAM. To help safeguard your machines, we strongly encourage all licensees to remain vigilant and report any suspicious activity to local authorities immediately.

Please take a moment to ensure that your COAMs are equipped with the proper hardware and are monitored regularly. By taking these precautions, you can help protect your business and maintain the integrity of the COAMs. Here are a few specifics to be aware of:

1. **Unauthorized Access Keys:** We have received reports of individuals using generic access “keys” to gain entry to the inside of COAMs to manipulate the equipment. Please make sure your hardware is up-to-date and compliant with GLC rules and regulations.
2. **EMP (Electromagnetic Pulse) Jammers:** Another known device being used to manipulate COAM bill acceptors is identified as EMP jammers. Be on the lookout for any signs of tampering or suspicious activity.

**What is an EMP Jammer?**

An EMP jammer is a device that emits a burst of electromagnetic energy, which can disrupt or damage electronic circuits. In the context of COAMs, this means that unauthorized individuals could potentially manipulate the machine's operations by using such device.

**Appearance of EMP Jammers**

EMP jammers can vary in appearance, but they often resemble small electronic devices or boxes with antennas. They might look like a portable radio, a Wi-Fi router, or even a smartphone. These devices are often concealed in bags, pockets, or under clothing, making them difficult to detect.

## What to Do if You Suspect EMP Jammer Use

1. **Report Immediately:** If you suspect someone is using an EMP jammer, contact local law enforcement immediately and notify the GLC.
2. **Review Surveillance:** Check your surveillance footage to capture any unusual behavior or device handling near COAMs. Take note of power strips, cables, or breakers to the area that continually trip or have intermittent power surges.
3. **Inspect Machines:** Regularly inspect your COAMs for any signs of tampering or unusual performance issues. Ensure all equipment is configured correctly. This includes using the appropriate wiring, plugs, and grounding components to guarantee optimal performance and safety. Regularly inspect and perform preventative maintenance on your bill acceptors and all other hardware components of your COAM. Do NOT operate games that are showing signs of tampering

The GLC would also remind licensees of the importance of maintaining robust security measures for Player Cards and COAM Gift Cards. As you may be aware, fraud targeting these cards is on the rise, with tech-savvy individuals finding new ways to exploit vulnerabilities.

To help protect your business, we have outlined a few key steps that you can take to detect and prevent fraud:

1. **Account Takeover Fraud:** This occurs when a fraudster gains access to login credentials for an account or point-of-sale equipment. Please ensure that all usernames and passwords are secure and protected to prevent unauthorized access.
2. **Monitor Card Activity:** We recommend regularly reviewing weekly invoices and monitoring card activity for both Player and Gift Cards. Keep an eye out for unusual patterns, such as irregular card loads or unexpected card inventory usage.
3. **Player Card/Gift Card Kiosks:** To better protect your transactions, integrate advanced technical support systems designed specifically for fraud detection and prevention. These enhancements will help create a stronger defense against any potential fraud, ensuring a safe and secure player experience.

By implementing these precautions, you can help safeguard your business from fraudulent activities. We appreciate your attention to this important matter and are here to support you in any way we can.

**Georgia Lottery Corporation**  
**COAM Division**