



Texas Department of Licensing and Regulation
920 Colorado St.
Austin, Texas 78701
Phone: (800) 803-9202

FOR IMMEDIATE RELEASE

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Public Information Officer

Texas Department of Licensing and Regulation

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Help #ProtectThePump:

Look for possible vandalism and report possible credit card skimmers to TDLR

AUSTIN – Texas consumers and gas station merchants can help protect fellow Texans from credit card fraud by paying attention when they're purchasing gasoline at the pump and reporting any irregularities to local law enforcement and the Texas Department of Licensing and Regulation.

Thieves sometimes attach credit card skimmers on gas pumps to steal payment card information from customers when they purchase fuel.

Often, there are signs that show consumers and vendors there may be an issue. Does the pump appear to have been tampered with? Is the cabinet door loose or damaged? Is the card slot loose? If there's security tape on the cabinet, does it look like it has been cut?

Whether a credit card skimmer is found by a consumer, a service technician or a merchant, the *merchant* is responsible for immediately notifying law enforcement and disabling all dispensers where skimmers have been located until law enforcement or TDLR investigators can remove the device. Merchants also are required by state law to notify TDLR within 24 hours.

Merchants and consumers should report skimmers via the TDLR website:

<https://www.tdlr.texas.gov/Skimmers>.

About TDLR

TDLR provides regulatory oversight for a broad range of occupations, businesses, facilities, and equipment in Texas. The agency protects the health and safety of Texans by ensuring they are served by qualified, licensed professionals. Inspections of individuals, businesses, and equipment are done on a regular basis to safeguard the public. Currently, the agency regulates 39 business and occupational licensing programs with more than 1,000,000 licensees across the state.

Contact: Tela Mange | Public Information Officer | Texas Department of Licensing & Regulation

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TDLR Customer Service | (512) 463-6599 | Toll-Free (in Texas) | (800) 803-9202 | Relay Texas-TDD: (800) 735-2989

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Visit TDLR's [website](#) for more information and resources. You can search the [TDLR licensee database](#), and also find [past violations](#) in which a final order was issued against companies or individuals. TDLR's Customer Service line is available anytime between 7 a.m. until 6 p.m., Monday through Friday, at 1-800-803-9202. TDLR representatives are fluent in English, Spanish and Vietnamese.

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