

The Casino Shield



Le Pharaon: The Latest Victim Of Casino Robbery

LYON, France, April 5 (UPI) — There have been a startling number of casino burglaries within the last month. The latest of the robberies took place at Le Pharaon, a French high-brow casino located in Lyon, in the city's Grand Hyatt Hotel.

A team of masked thieves burst into the crowded French casino, fired their assault rifles into the ceiling and made off with nearly \$39,000, police say.

Screams erupted from the crowd inside the casino as the gunmen wearing white burst into the main room, overpowering security guards, and knocking them to the floor as they yelled out commands. A Lyon police spokesperson reported the gunmen ordered everyone down on the floor and began filling sacks with cash and valuables stolen from safes, and from patrons as well.

At the Lyon gambling venue, four of the men used an angle grinder to break into the cashier's area. Another man waited outside. All five fled in a black BMW.

It was also reported that none of the 400 patrons inside the casino were hurt, though two security guards suffered slight injuries.

The Sunday snatch and dash at the Le Pharaon casino in Lyon took just 3 minutes, Radio France Internationale reported. Ironically, the casino

location is down the street from the international police agency headquarters of Interpol.

It was the third high-profile casino robbery in Europe recently. The other two were in Switzerland and Germany. In March, a gang of bandits armed with a pistol and machete raided the European Poker Tour Berlin (EPT) tournament in progress. Berlin tabloid B.Z. reported that as much as \$1M was stolen. All members of the gang were subsequently caught by police.

In February, the Casino di Venezia in Malta was raided by thieves who stormed the casino in a clock-work hold-up. Investigator suspect that the men were the same ones who unsuccessfully tried to force open a bank van exactly a month before in Sta Venera. The armed men, who demanded cash from the casino workers, got away with as much as \$600,000 and then escaped on a speedboat.

The robbery involved six men: four entered the premises, one waited in the getaway car, and another was in the boat. After the police heard about the robbery, they rushed to the casino with cars, boats, and helicopters looking for the robbers' speedboat. However, the only thing that they found was a car in the sea, which they believe was used by the suspects.

Contact List



Great American is prepared to provide the insurance protection your casino needs to guard against fraud, theft, robbery, kidnap and ransom or computer crime. For more information, contact:

Stephanie M. Hoboth
 Assistant Vice President
 (860) 285-0076
smhoboth@GAIC.com



LOWERS & ASSOCIATES
 International Risk Mitigation Partners

If you would like more information about Lowers & Associates' risk mitigation services, contact:

Steve Yesko, ARM
 Director, Sales & Marketing
 (540) 338-7151
syesko@lowersrisk.com

Inside This Issue

Le Pharaon: The Latest Victim Of Casino Robbery	1
Swiss Casino Heist Gang Had Detailed Plans For Coup	2
Your Office Machine Might Digitally Store Thousands of Documents...	3
Your Office Machine Might Digitally Store... (continued)	4

Swiss Casino Heist Gang Had Detailed Plan For Coup

BASEL, Switzerland, March 29 (Bloomberg) -

The gang armed with machine guns and pistols, that robbed the Grand Casino in Basel, Switzerland, holding up hundreds of gamblers and staff in a pre-dawn raid, moved swiftly and with precision, the resort's head said.

"It was fast, it was planned," Michel Favrod, managing director of the Grand Casino Basel, said in a telephone interview. "The people knew where to go, what they had to do, and that they had to leave quickly."

The ten French-speaking attackers smashed their way through the casino's revolving door with a sledgehammer wearing masks and black overalls. The robbers ordered about 600 guests and staff to lie down as they split into two groups and emptied cash registers.

After failing to break the safe, the gang fled in two silver-colored Audis with French license plates before police arrived at the scene less than half a kilometer (half a mile) from the French border. Swiss authorities are working closely with their French counterparts, and are still looking for leads, prosecution spokesman Peter Gill said by telephone.

"They were professionals, cold-blooded and fast," he said, "and we've never had such a case in Switzerland." Police are currently analyzing the video material of the robbery that took about seven to eight minutes, according to Gill.

Casino Shooting

"They weren't shooting around wildly. They were shooting into the air and trying to scare people. They acted assertively and communicated to the minimum," casino director Favrod said, speaking from Basel.

The casino lost "several hundred thousand francs, less than one million," he said. One mil-

lion Swiss francs is about \$940,000. The casino is insured.

The robbery has echoes of a raid on a poker tournament at a hotel in central Berlin in which attackers armed with a pistol and a machete made off with 240,000 euros (\$320,000) in jackpot money.

The Basel casino, which has reopened, markets itself as a "Swiss Las Vegas", with more than 357 slot machines and 15 gambling tables as well as bars, restaurants, events hall, and a hotel. Revenue at the venue is highest during weekends in the winter season, according to Favrod.

The prosecutor's office in Basel said in a statement that, although several shots had been fired by the robbers, no one was injured by them.



By the way, **Lowers & Associates** brings over 25 years of experience and leadership in casino/gaming security, operations, cash-in-transit, loss prevention, risk management, and audit and compliance management to offer gambling entities a suite of services designed to analyze, improve, and position their operations to be market leaders.

For more information, please visit our website at www.lowerrisk.com or give us a call at 540.338.7151.

By Joseph Heaven

Editors: Paul Verschuur & Matthias Wabi

Your Office Copy Machine Might Digitally Store Thousands of Documents That Get Passed on at Resale

This year marks the 50th anniversary of the good, old-fashioned copy machine. But advanced technology has opened a dangerous hole in data security.

At a warehouse in New Jersey, 6,000 used copy machines sit ready to be sold. CBS News chief investigative correspondent Armen Keteyian reports almost every one of them holds a secret.

Nearly every digital copier built since 2002 contains a hard drive — like the one on your personal computer — storing an image of every document copied, scanned, or emailed by the machine. In the process, it's turned an office staple into a digital time-bomb packed with highly personal or sensitive data.

If you're in the identity theft business it seems this would be a pot of gold.

"The type of information we see on these machines with the social security numbers, birth certificates, bank records, income tax forms," John Juntunen said, "that information would be very valuable."

Juntunen's Sacramento-based company Digital Copier Security developed software called "INFOSWEEP" that can scrub all the data on hard drives. He's been trying to warn people about the potential risk — with no luck.

"Nobody wants to step up and say, 'We see the problem, and we need to solve it,'" Juntunen said.

This past February, CBS News went with Juntunen to a warehouse in New Jersey, one of 25 across the country, to see how hard it would be to buy a used copier loaded with documents. It turns out ... it's pretty easy.

Juntunen picked four machines based on price and the number of pages printed. In less than two hours his selections were packed and loaded onto a truck. The cost? About \$300 each.

"Until we unpacked and plugged them in, we had no idea where the copiers came from or what we'd find," Juntunen stated. "We didn't even have to wait for the first one to warm up. One of the copiers had documents still on the copier glass, from the Buffalo, N.Y., Police Sex Crimes Division."

It took Juntunen just 30 minutes to pull the hard drives out of the copiers. Then, using a forensic software program available for free on the Internet, he ran a scan — downloading tens of thousands of documents in less than 12 hours.

The results were stunning: from the sex crimes unit there were detailed domestic violence complaints and a list of wanted sex offenders. On a second machine from the Buffalo Police Narcotics Unit a list was found of targets in a major drug raid. The third machine, from a New York construction company, spit out design plans for a building near Ground Zero in Manhattan; 95 pages of pay stubs with names, addresses, and social security numbers; and \$40,000 in copied checks.

Continued on page 4



Your Office Copy Machine Might Digitally Store Thousands of Documents...

Continued from page 3

But it wasn't until hitting "print" on the fourth machine — from Affinity Health Plan, a New York insurance company, that the most disturbing documents were found: 300 pages of individual medical records. They included everything from drug prescriptions, to blood test results, to a cancer diagnosis — a potentially serious breach of federal privacy law.

"You're talking about potentially ruining someone's life," said Ira Winkler, "where they could suffer serious social repercussions." Winkler is a former analyst for the National Security Agency and a leading expert on digital security. "You have to take some basic responsibility and know that these copiers are actually computers that need to be cleaned up," Winkler said.

The Buffalo Police Department and the New York construction company declined comment on our story.

As for Affinity Health Plan, they issued a statement that said, in part, "We are taking the necessary steps to ensure that none of our customers' personal information remains on other previously leased copiers, and that no personal information will be released inadvertently in the future."

Ed McLaughlin is President of Sharp Imaging, the digital copier company. "Has the industry failed, in your mind, to inform the general public of the potential risks involved with a copier?" Keteyian asked. "Yes, in general, the industry has failed," McLaughlin said.

In 2008, Sharp commissioned a survey on copier security that found that 60 percent of Americans didn't know that copiers store images on a hard drive. Sharp tried to warn consumers about the simple act of copying.

"It's falling on deaf ears," McLaughlin said. "Or people don't feel it's important, or 'We'll take care of it later.'"

All the major manufacturers stated that they offer security or encryption packages on their products. One product from Sharp automatically erases an image from the hard drive. It costs \$500.

But evidence keeps piling up in warehouses that many businesses are unwilling to pay for such protection, and that the average American is completely unaware of the dangers posed by digital copiers.

A visit to the New Jersey warehouse revealed two shipping containers packed with used copiers. They were headed overseas loaded with secrets on their way to unknown buyers in Argentina and Singapore.



As the Gaming Industry becomes more complex, casino/gaming entities need someone to interpret and simplify their operating environments. **Lowers and Associates** has over 25 years of experience working within the Gaming Industry. Allow us to show you what we have learned to help you navigate the complexities your casino operation faces today.

For more information, please visit our website at www.lowerrisk.com or give us a call at 540.338.7151.