



GSMA  
Open Gateway



Singtel

Number Verification API

# Singtel delivers seamless authentication

Case study for enterprises using CAMARA-standardised Number Verification API - [View API Descriptions](#)

## Business Problem

According to the Singapore Police Force, there were 50,376 scam cases in 2023 – a 49.6% increase compared to 2022. Phishing scams are among the top five scams, accounting for 12.8% of all scam cases. In total, \$651.8 million was lost to scams in 2023. The increase in phishing scams aligns with operators' views on the top security threats facing mobile networks, with phishing and smishing ranked as the most significant threats

## Technical Solution

To curb rising scams, Singtel launched a new solution in March 2024 called SingVerify, offering a suite of tools to authenticate digital identities registered on consumer platforms against mobile operator data a first in Singapore. Built in line with the GSMA Open Gateway framework, the first API under SingVerify is Number Verify, which validates customer identities by matching phone numbers with registered account details. Additional APIs, such as Device Location, will be added over time to strengthen user authentication and fraud detection.

## Impact and Value

As the solution is still in its early stages, Singtel's primary focus is on raising awareness of SingVerify to drive enterprise adoption and better protect users from scams. Government and financial services are likely to be two of the main target verticals for SingVerify given the prevalent security threats in these sectors, as highlighted by operator perceptions on cybersecurity threat by vertical.

All-in-one trading platform, Tiger Brokers, and mobile authentication provider, IPification, are among the early adopters to have integrated SingVerify into their existing security frameworks. The companies see SingVerify as a valuable enhancement to their existing authentication security measures, offering a more efficient verification process.