WHAT IS SIM SWAP?

SIM Swap occurs when a fraudster manipulates the customer service process to take over an open account within a MNO. The fraudster does this by requesting a SIM replacement or initiating a MSISDN porting order, enabling them to intercept SMS on a device that they own. The fraudster can then take advantage of using two-factor authentication to perform banking fraud, access mobile money accounts, and gain control of other third party OTT accounts.

For more information, please see FF.21 Fraud Manual on InfoCentre², or contact us via gsma.com/security

Fraud and Security Team