

**STATEMENT OF  
COMMISSIONER ANNA M. GOMEZ**

Re: *Protecting Consumers from SIM Swap and Port-Out Fraud*, WC Docket No. 21-341, Report and Order and Further Notice of Proposed Rulemaking (November 15, 2023).

Phone numbers are a lifeline. In addition to keeping us connected to our family and friends, our phone numbers are associated with a variety of digital accounts used for everything from banking to healthcare. And now, messages sent to our phones for multifactor authentication are also used to grant access to these accounts that hold so much of our personal information.

Through two types of fraudulent activity, SIM swapping and number port-outs, malicious actors are able to take over control of a victim's phone, meaning phone number, without ever accessing their physical phone. Then, using this control, they go after the sensitive consumer information they now have access to. This is unacceptable.

Today, we take meaningful steps to protect consumers against SIM swap and port-out fraud. We will require more secure customer authentication, notify consumers before a SIM swap occurs, and provide the option for consumers to lock their SIM to prevent changes.

Thank you to the Wireline Competition Bureau for your work on this item and to Chairwoman Rosenworcel's office for incorporating our edits that ensure notifications are available in consumers' language of choice.