STATEMENT OF
COMMISSIONER ANNA M. GOMEZ

Re: Protecting Consumers from SIM Swap and Port-Out Fraud, WC Docket No. 21-341, Report and

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.