

MEMORANDUM CIRCULAR

No. _____

Subject: RULES AND REGULATIONS ON THE REPLACEMENT OF SIM CARDS TO PREVENT FRAUD

WHEREAS, the banks adopted the sending of one-time-PIN (OTP) to their clients' registered subscriber identity module (SIM) cards for additional security in bank transactions;

WHEREAS, there are instances where the OTP is sent to lost or stolen or replacement SIM cards;

WHEREAS, using the personal bank details of a bank client stolen through phishing, smishing, or other means, unscrupulous individuals commit illegal transactions with the banks defrauding bank clients;

NOW, THEREFORE, the National Telecommunications Commission, pursuant to RA No. 7925 (Public Telecommunications Policy Act), Executive Order No. 546 series of 1979, and in order to protect citizens from being defrauded, issues the following rules and regulations.

SECTION 1. Registration of Prepaid SIM Cards

1. The registration of prepaid SIM cards shall be voluntary and optional.
2. For new SIM cards:
 - a. Individuals intending to purchase SIM cards shall present valid government issued identification card (ID).
 - b. The mobile service providers (MSPs) business centers and SIM cards dealers of MSPs shall ensure that the IDs presented are valid government issued IDs.
 - c. The SIM cards dealers shall, within five (5) days from purchase of the SIM cards, shall submit to the MSPs the list of individuals, the valid government ID presented and the CTDs mobile identification number (MIN).
 - d. The MSPs and their SIM cards dealers shall keep records of the individuals who purchased SIM cards.
3. For Existing SIM Cards:
 - a. The subscribers, in person or through an authorized representative duly validated, shall apply for the registration of their prepaid SIM cards.
 - b. The application for registration shall be free of charge.
 - c. The MSPs shall accept applications for registration in all its business centers and SIM cards dealers.
 - d. Subscribers applying for registration shall be required to present the SIM jacket of the SIM card and valid government issued IDs.

- e. The business centers and the SIM cards dealers of the MSPs shall ensure that the presented government issued IDs are valid.
- f. The SIM cards dealers shall submit to the MSPs the list of the registered SIM cards within five (5) days from date of registration.

Sec. 2. Replacement of SIM cards

- 4. Request for replacement of SIM cards shall be accepted from the registered subscribers and only when the SIM card is lost or stolen.
- 5. The request for replacement may be filed by an authorized representatives upon presentation of authorization duly signed by the subscriber on record. The business centers of the MSPs shall ensure the authenticity of the authorization.
- 6. Affidavit of Loss duly notarized shall be submitted together with the request.
- 7. The replacement SIM cards shall be activated within twenty four (4) hours from time of the approval of the request for replacement. Within said period the MSPs shall validate that the SIM card subject for replacement are indeed lost or stolen.

Sec. 3. Confidentiality of the information Provided During Registration

- 8. The MSPs shall ensure that the information provided by the purchaser of the SIM cards and the existing prepaid SIM cards registered shall be strictly confidential.

Sec. 4. Repealing Clause

Any circular, order, memoranda or parts thereof inconsistent herewith are deemed repealed or amended accordingly.

Sec. 5. Effectivity

This Circular shall take effect fifteen (15) days after publication in a newspaper of general circulation and three (3) certified true copies furnished the University of the Philippines Law Center.

Quezon City, Philippines,

GAMALIEL A. CORDOBA
Commissioner

DELILAH F. DELES
Deputy Commissioner

EDGARDO V. CABARIOS
Deputy Commissioner