

SIM CHANGE PROCEDURE

1. Requester must provide a valid national ID (acceptable and valid national ID card are namely **Voter's ID, Passport, NHIS, National ID card and Driver's license**).
2. Customer Care Representative **verifies** voter ID or Biometric Passports presented by Requester using GVIVE platform to ensure validity
3. Customer Care Representative **must ensure** that the I.D details (be it the same I.D as used in registration or different) matches with registration details on concierge (Customer Management Software) namely; name, D.O.B (Date of Birth), gender, ID type, ID number.
4. During verification, Customer Care Representative **MUST also ensure** that photo on ID card presented is the same as or matches the image of the person who is requesting for the SIM change.
5. After verifying the IDs, the Customer Care staff shall refer **to customer notes, SIM swap history and Uploaded Documents on previous SIM changes** on concierge (Customer Management Software) for more information to provide guidance regarding the SIM change request.
6. Customer Care Representative must also check if **SIM has MM wallet or EVD facility** and perform further **verification** as prescribed for MM subscriber and or EVD merchant verifications.
7. Customer Care Representative **MUST** place a call to the number for which the SIM change request is being made.
8. If the call to the number is answered by another person other than the customer requesting for the SIM change, the Customer Care Representative **must immediately discontinue** the SIM change request and **report the potential fraud** to the supervisor for the appropriate action to be taken.
9. If however, the call to the number is unsuccessful or is answered by the customer requesting the SIM change, the Customer Care staff **must proceed to scan and store copy of the verified ID card**.
10. Customer Care Representative **MUST** make entries of **ID type and ID reference number** into concierge(Customer Management Software) and **reasons for the SIM change request**
11. Customer Care Representative **must then ask 2 validation questions** which must relate to activities on the number and **obtain right answers** from the Requester.
12. Customer Care Representative after satisfactorily performing 1 – 11 can proceed to effect the SIM change at the prescribed fee.
13. Customer Care staff **must do the necessary checks** to ensure that both the SIM and Mobile Money is active and working before customer leaves the office.
14. For Non Ghanaians or non-resident person requesting SIM change, Customer Care Representative **must ensure that same ID documents previously used during SIM registration is presented**.
15. Customer Care Representative in the case of Non Ghanaians/Non-resident person must verify by performing steps 3 – 13 before effecting the SIM Change Request.
16. In all cases, requests made on behalf of person rightful owners of the SIM (proxy SIM) change request is **prohibited**.

CUSTOMER REQUIREMENT FOR SIM CHANGE

- Provide a **valid national ID** (acceptable and valid national ID card are namely **Voter's ID, Passport, NHIS, National ID card and Driver's license**).
- **Reasons for requesting the SIM change**
- **You will be ask questions on validation** which is relate to activities on your number and **YOU must answers them right to proceed with your request for SIM change**
- **For Non Ghanaians or non-resident**, you must provider that **same** ID documents previously used during SIM registration is presented.

NB: Failure to provide these and other information required you request will be cancelled