

Fact Sheet

eKYC Implementation Guide

eKYC (electronic Know Your Customer) technology enables mobile service operators to digitally verify mobile services registrations. In addition to making it more convenient for consumers to register for services, it will also deliver operational efficiencies and flexibility to mobile service operators. eKYC will facilitate the transition from physical face-to-face verification to secured remote self-registration via kiosks, mobile applications, online portals and trusted databases.

Through eKYC technology, subscribers can take up new services and move between operators more seamlessly over-the-air (OTA), without changing their SIM card or visiting a physical store. eKYC together with the eSIM¹ enabled devices will also drive new innovative services and products from the mobile operators to benefit consumers.

IMDA's eKYC implementation guide will specify IMDA's regulatory requirements to ensure secured online verification and the performance of eKYC solutions deployed by mobile operators.

For example, specifying the need for biometric verification if facial recognition technology is employed, fraud mitigation, and identity theft preventive measures.

IMDA will continue to work with stakeholders and licensees to expand the use of this implementation guide for the registrations of other telecom services.

¹ It is expected that more newly released mobile devices will come with embedded SIMs or eSIMs such as the recently launched Apple XS series iPhones that have eSIM incorporated.