



# Equipment Identity Register

Minimise losses due to cellular crime and fraud

Within South Africa, cell phone fraud and theft is an everyday occurrence that costs local business, cell phone providers and insurers significant annual revenue losses. In an effort to assist these industries in combating cellular phone crime and reducing the millions of Rands that are lost every year, we have partnered with industry players to manage the Equipment Identity Register initiative.

We have maintained the Equipment Identity Register on behalf of the South African cellular industry since its inception. This comprehensive information sharing initiative between cellular networks, service providers and insurers has made significant inroads

by first targeting and then substantially reducing the fraudulent practice of reselling and reusing stolen cell phones.

## **Insurance industry access**

Access to the Equipment Identity Register was granted to assist the insurance industry in decreasing the time spent in fraud investigations as well as reducing the associated administrative costs. In addition, this initiative also enables the cellular and insurance industry to increase the number of cellular phone reclaims while decreasing the number of "false cell phone theft" and duplicate claims. Once a claim for a stolen handset has been paid, it then becomes the property of the insurer. Use of the Equipment Identity Register means that any person who continues to use a "stolen" handset can be identified and thus increases the possibility of the handset being reclaimed.

Another benefit to the register is its ability to give the insurer a historical view and profile of their client, allowing for effective risk management.

### **Functionality**

Member insurers have 24-hour access to the system via our delivery systems. New data is dynamically uploaded to the database every two hours. In addition, South African insurers can benefit through alerts that are generated on the following occurrences:

- When a claim is lodged for a lost or stolen handset with more than one insurer
- When a stolen handset is reactivated
- When loaded information has been altered

### **Industry benefits**

- Insurers can now record their interest in the handset
- Alerts to any change of customer insurance detail
- Identification of dual claims for the same handset
- Alerts insurers on reactivated handsets
- Insurers are able to view transactions on a given handset

### **FOR MORE INFORMATION ON EQUIPMENT IDENTITY REGISTER PLEASE CONTACT YOUR SALES REPRESENTATIVE:**

South Africa

- Johannesburg +27 11 214 6000
- Durban +27 31 573 8899
- Cape Town +27 21 401 4200

Botswana +267 390 3535

Namibia +264 61 227 142

Swaziland +268 2505 7844

Kenya +254 20 375 1799

Rwanda +250 2525 77040

Zambia +260 211 2242 63