

MTN Nigeria tightens security against mobile fraud

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In an effort to protect subscribers on its network against mobile fraud, MTN Nigeria says it has introduced a four digit security number for all its subscribers.



The security number, according to the telecommunications company, will also enable all its registered subscribers access to service channels including Walk-in Centres, Customer Care Help line 180, Web Self Service and My IVR-181

Speaking on the development, MTN Nigeria customer relations executive, Akin Braithwaite said the number offers customers security and protection from mobile fraud while providing uniform authentication and unique identity on the MTN network.

Braithwaite added that the security number was also aimed at significantly improving customer experience on the MTN network by empowering customers to resolve most of their issues using a number of avenues.

"The MTN security number opens the door to a world of convenience and 'Do It Yourself' for the over 40 million customers on the MTN network provided they have registered their SIM cards.

"The security number consisted of a 12 digit customer identification number and four digit security key and is totally unique and personal to each customer," said Braithwaite.

Braithwaite further said that the security numbers were already being issued to customers via SMS, and that those that had yet to receive notification of their MTN security number, could visit any MTN Walk-in Centre closest to them or call MTN customer care toll free line.

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