

SRF Duties of Financial Institutions

- i. Impose minimally a 12-hour cooling period after activation of digital token during which high-risk activities cannot be carried out.
- ii. Send notification alerts for activation of digital token and conduct of high-risk activities.
- iii. Provide outgoing transaction notifications by way of SMS, email or in-app notification selected by consumer.
- iv. Provide a 24/7 reporting channel and a self-service feature for consumer to promptly block online payment transfers from their accounts.

SRF Duties of Telecommunication Companies

- i. Connect only to authorised aggregators for delivery of Sender ID SMS to ensure these SMS originate from bona fide senders registered with the SSIR.
- ii. Block Sender ID SMS which are not from authorised aggregators to prevent delivery of Sender ID SMS originating from unauthorised SMS networks.
- iii. Implement an anti-scam filter over all SMS to block SMS with known phishing links.