

Yomojo Pre-port Process Policy

As of 20 November 2025

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Yomojo ID checks for mobile porting

1 BACKGROUND

In April 2020, the Australian Communications and Media Authority introduced the Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020 under subsection 125AA(1) of the Telecommunications Act 1997 to combat unauthorised mobile number porting.

1.1 What this means for you

If you want to port a mobile number to Yomojo, we and our representatives will verify your identity in line with the above Standard. If your number is unavailable (e.g. your handset is lost or stolen), please contact your current provider for a replacement SIM before porting. Once you have the replacement SIM, we will complete the required pre-port identity checks to protect you from unauthorised transfers.

1.2 Additional pre-port identity verification

We will confirm that the person requesting the port has direct and immediate access to the number being ported using one of the following methods:

- a. We send a unique verification code to the mobile number; the requester must provide that code.
- b. We place a callback to the mobile number before submitting the port to confirm the requester is the rights-of-use holder or an authorised representative.

If neither step can be completed, we will not proceed with the port.

1.3 If you can't receive a verification code or callback

If you cannot receive a code or callback, we may allow identity verification via a government online service. Contact us for instructions.

To use that service, you must provide at least two unique government-issued ID documents for matching against government databases. You may also need to consent to image and/or video capture of your face for verification.

We may use a third-party provider to collect this information and perform the matching on our behalf. If you do not consent to the collection and use of your personal information

by us or our providers for this purpose, you will not be able to verify your identity using this method.

If you are in vulnerable circumstances (including experiencing domestic or family violence) and cannot receive a code or callback, or cannot provide two government IDs, please contact us so we can discuss other options to assist and support you.

1.4 If you suspect fraud on your account

Contact us immediately if you believe there has been fraudulent activity on your account, including suspected fraudulent porting. We may also contact you if we believe your account has been affected.

You should also promptly report suspected fraud to the Australia Federal Police or your State or Territory Police, and take steps to protect your identity, banking, and other accounts that might be accessible via your mobile number or personal information. This includes changing the username and password for your self-care portal.

Government support services include: Scamwatch and IDCARE | 1800 595 160.

1.5 Complaints handling

If you are unhappy with our products, services, or this process, please follow our complaints procedure available here: <https://www.yomojo.com.au/complaint>

Additional protections if your account is at risk of fraud

- Where possible, we will prevent or reverse fraudulent transactions on your account.
- You may change your account number.
- We will require you to set up additional security questions on your account, which you must answer when contacting us to discuss or make changes.