

Two Factor Authentication

In a 2021 ACCC report, Australians were shown to have lost \$211 million to identity theft related scams. An 89% increase from the year prior.

To protect our customers and ensure their privacy is being upheld, Uniti Wireless have taken additional steps to confirm the identity of our customers before enacting any 'high risk' transaction.

A high-risk transaction is any enquiry relating to:

- Updating, removing, or adding new contact details or a new authorised account representative
- Discussing any account specific information or information which may identify a customer
- Adding new once-off or ongoing charges
- A service cancellation

In case of a high-risk transaction being requested, we will send you a randomised six-digit confirmation code to the recorded mobile contact number which will need to be provided back to us before proceeding. This ensures a quick way to ensure privacy and safety is upheld with minimal fuss or disruption.