



Swisscom ensures secure recording and archiving of financial transactions by telephone

Swisscom launches its Mobile Voice Recording managed service. This enables financial service providers in particular to record and securely store mobile phone calls, SMS and connection information, and therefore also comply with the requirements set out by the Swiss Financial Market Supervisory Authority, FINMA.

Mobile Voice Recording (MVR) records mobile phone calls, logs SMS and connection information and archives them in encrypted form for at least two years. To activate the service, financial service providers have to register the mobile phone lines they need to have recorded with Swisscom. The managed service is device-independent and immediate, as communication is recorded directly in the mobile network. For this reason, no specific software needs to be installed on the end device.

In the case of calls made to a line registered for Mobile Voice Recording, callers will first hear a message informing them that the call is being recorded. The recorded conversation, as well as connection information such as dates, call duration and phone number, is stored in encrypted form in Swisscom's Swiss-based data centres. The content of the call is encrypted using the public key procedure, meaning that only the customer with the private key can access the data. The data can only be decrypted by individuals with prior authorisation to do so. All accesses are logged.

Recording of mobile communication in line with current financial market regulations

Regarding securities trading in particular, the Swiss Financial Market Supervisory Authority (FINMA) requires that internal and external telephone conversations, as well as all related connection information, must be recorded and stored in an unalterable form for a period of at least two years. This requirement covers calls as well as electronic correspondence (SMS) via mobile telephone. The use of means of communication that cannot be recorded is no longer permitted. By the beginning of 2017 at the latest, all calls made via fixed-line and mobile networks in the EU and EEA must be recorded. Mobile Voice Recording from Swisscom is geo-redundant – which is also the case for mobile communication made from abroad.



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Press release

Adrian Mühlethaler, Mobile Voice Recording Project Manager at Swisscom: “Our customers can also use Mobile Voice Recording to comply with FINMA requirements. We are proud to be Switzerland’s first mobile provider to offer a solution that also takes into account the more stringent financial market regulations introduced by the European Parliament.”

For further information on Mobile Voice Recording, visit www.swisscom.ch/mvr. FINMA circular 2013/8 can be found at <http://www.finma.ch/e/regulierung/Documents/finma-rs-13-08-e.pdf>

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