What to do if you lose access to your mobile number

In the unfortunate event you lose access to your mobile number, we're here to support you gaining access back to the Verofy® App.

You'll need to **contact** the support team to let them know you cannot access your mobile device, and we'll take you through our security process in order to update your new mobile number in our system. Once this is done, you'll be able to access the Verofy® App through your new mobile number.

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