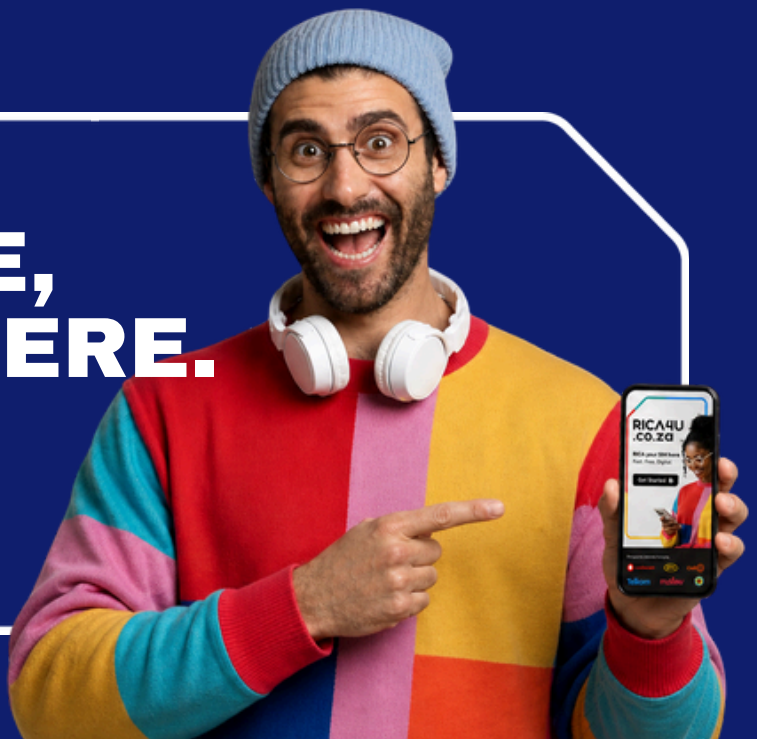
Contactable

VERIFY ONCE, RICA ANYWHERE.

RICA4U turns SIM swaps and RICA into verified digital identity journeys operators can reuse across products, channels and partners.



RICA. Biometrically verified. In minutes.

RICA proves who a customer is once, then the proof is filed away. RICA4U keeps it working. Built on our existing RICA footprint, it turns a single verification into a reusable, customer-controlled credential, with the infrastructure to scale well beyond RICA.

Every month your network processes thousands of high-risk identity events. Reusing one verified identity across SIM swaps, upgrades, add-on lines, call-centre authentication and corporate SIM management cuts fraud, call-centre load and cost to serve.

Why now?

The industry is ready for change.

- SARB payment modernisation in motion.
- Digital identity national rollout is underway.
- Trust frameworks here and abroad are converging on verifiable credentials.

Built for your real customer base

Returning customers

No re-capture for customers already verified.

Foreign nationals

Forensic document verification plus biometric anchoring where DHA reference data is unavailable.

Prepaid customers

Stronger identity at registration where KYC fraud and poor quality data remain persistent risks.

Corporate & Proxy SIMs

Verify the actual user of the SIM and not only the account holder. Reduce reliance on letters of authority & manual exceptions.

Groundbreaking identity infrastructure for telecoms.

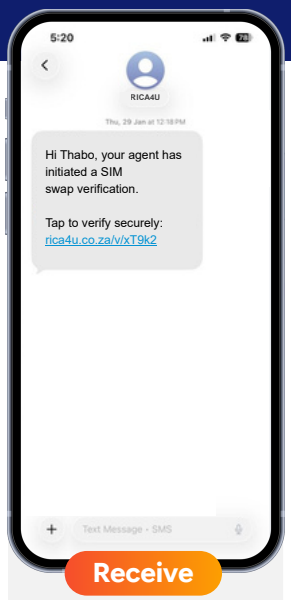
Built to reduce fraud, improve operational excellence and scale verified trust across every channel.

Contactable

The Solution

RICA4U is Contactable's universal, network-agnostic digital RICA platform - deployable wherever the customer is: Your app. Web. Retail stores. Kiosks. Agent devices. Call centre flows.

RICA4U .co.za™



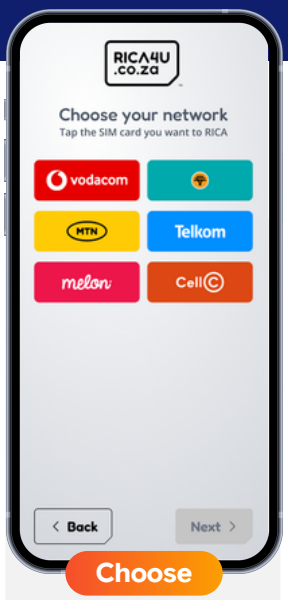
Receive

A secure, time-limited link arrives by SMS



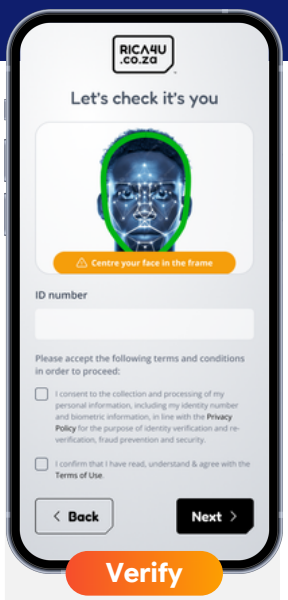
Start

One tap to RICA: fast, free and fully digital



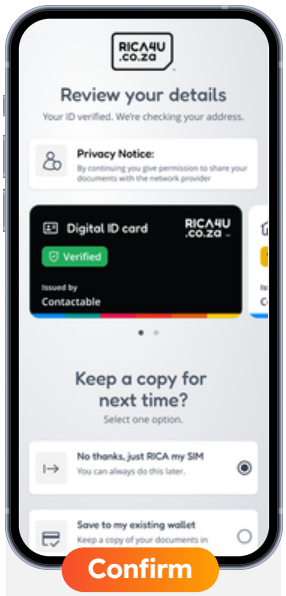
Choose

Picks their network from all participating providers



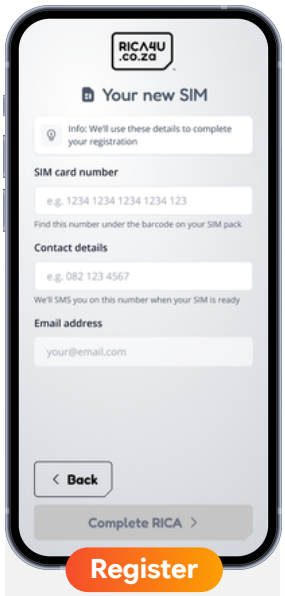
Verify

ID number plus a biometric selfie proves it's really them



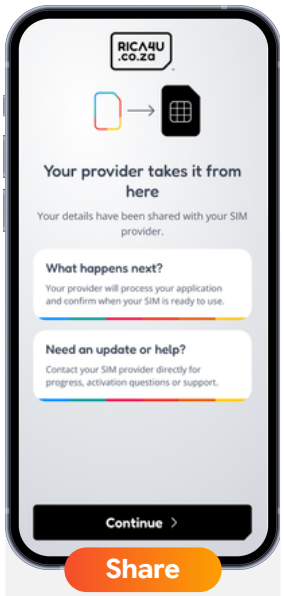
Confirm

Verified Digital ID, ready to save for next time



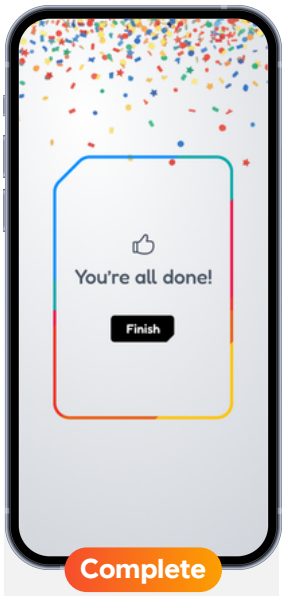
Register

Adds their SIM number and contact details in seconds



Share

Shares verified ID and proof of address with consent



Complete

RICA done in minutes, with no store visit or queue

Contactable

THE COMMERCIAL CASE

Modernising RICA isn't just about compliance.

The immediate benefit is operational. The strategic case is growth infrastructure for your own products, services and partner ecosystem - well beyond RICA.



Productivity

High-volume sensitive journeys become faster and less dependent on manual handling call-centre, retail and self-service. SIM swap moves from hours to minutes.

Better Customer Experience

Verified customers move faster through SIM swaps, upgrades and add-ons, without repeated document capture or unnecessary handoffs.

True Compliance

RICA done right at the source. Forensic document verification, biometric anchoring and verifiable consent - auditable by design, defensible under scrutiny, built on the national trust framework now going live.

Fraud Control

SIM-swap attacks become harder. OTP is no longer the only trust point, and you become the trusted issuer of proof-of-mobile-number credential banks can check before accepting mobile number risk.

Why Contactable?

Africa's leading Integrated Identity Platform - onboarding, biometrics, compliance, RICA, KYC and verifiable credentials in one connected layer. Already supporting RICA journeys for leading South African operators today.

150M+ API calls per month

ISO 27001 Certified

15 African Countries

<90s Average processing time

1500+ Companies relying on the platform every day

Be the first South African operator to turn verified trust into a telecom advantage.

Set up a session