

VoicelD

Enhanced Identity Confirmation

Morgan Stanley offers VoicelD authentication technology to provide enhanced security for your accounts through effortless authentication on the phone.

How It Works

Similar to TouchID on your mobile device, VoicelD works upon enrollment by creating and storing a voiceprint, a unique representation of your voice. If we are not able to recognize your voice, Morgan Stanley's Fraud Department will evaluate any risk to your identity and alert your Morgan Stanley team to any potential security concerns that need to be reviewed with you.

Getting Started

Enrolling in VoicelD is as simple as speaking naturally during a conversation with one of our service professionals.

1. Contact the Morgan Stanley Service Center at **800-869-3326**.*
2. When prompted, request to speak to a "representative."
3. Ask the Morgan Stanley service professional to enroll you in VoicelD.
In order to enroll in VoicelD, they will ask to record your voice, be sure to speak clearly in order to build your unique voiceprint.

Note: Once the system captures 60 seconds of your voice, enrollment will be complete and you can begin using VoicelD for authentication 24 hours after enrollment.

VoicelD activity is continually monitored by the Morgan Stanley Fraud Department to help keep your account secure.

Enroll Today

Having your voiceprint on file helps to protect you against individuals that may attempt to gain unauthorized access your account. Contact your Morgan Stanley team for more information.



SECURITY

VoicelD provides an additional layer of security, helping to detect when someone other than you is calling.



IMPROVED EXPERIENCE

VoicelD identifies you during normal conversation, providing a seamless experience without the need to answer additional security questions.



FAST, SIMPLE AND CONVENIENT

VoicelD is easy, frictionless and fast, taking as little as sixty seconds to complete your authentication once you are enrolled.

* Please note that enrollment must be established from a phone number outside of the Morgan Stanley network.