



Vanguard[®]

Access your account by phone securely and conveniently using Vanguard Voice Verification

Doing business with us over the phone is secure and convenient when you use Vanguard Voice Verification™. This voice recognition system is a highly effective method of verifying your identity and makes it possible for you to perform many transactions that would typically require paperwork and a signature guarantee.

What the voice verification service can mean for you

Convenient and effective account security

Similar to fingerprint recognition, voice verification uses highly advanced technology to confirm your identity. As a result, you no longer have to answer security questions or remember passwords when you call. You can feel confident that your assets are safe from anyone trying to impersonate you over the phone.

Simpler, faster transactions

Since voice verification technology is one of the most secure ways to confirm your identity, you can perform many transactions over the phone that would typically require a signature guarantee. For example, currently in order to make a one-time bank wire for a real estate closing or have a checkbook sent to a seasonal address, you have to fill out a form, have your signature guaranteed, and send it back to us. When your identity can be authenticated over the phone using the voice verification system, transactions like these can be completed in one phone call, saving you time and effort.

Signing up is easy

When you sign up for this service, you're asked to repeat a series of phrases. The system captures your vocal characteristics and makes a "voice verification print" that is as unique as your fingerprints.

The next time you call us, you'll be prompted to enter your Social Security number and repeat your voice passphrase instead of answering security questions. This new process takes less time than the current method.

Your voice verification print is protected

Vanguard protects your voice recording with the same high-level standards that we apply to safeguarding your financial information. The system will implement additional security steps to verify a caller's identity if it is suspected a caller is trying to gain access using a recording.

Changes to your voice won't impact the technology

Colds and small changes to your voice as you get older don't affect voice verification prints.