

Abstract

Embodiments of the present application relate to a method and a device for recognizing a service request to change a mobile phone number. The method comprises: when a service request to change a mobile phone number sent by a user is received, obtaining corresponding historical transaction record information from a preset storage unit according to user identification information carried in the service request, matching current environment information carried in the service request with historical environment information carried in the historical transaction record information; if the current environment information matches the historical environment information, recognizing the service request as a trusted service request, and executing a service operation to change the mobile phone number. Therefore, the user experience is improved, and the efficiency of recognizing a service request to change a mobile phone number is improved.