



Dame Chi Onwurah MP
Chair
Science, Innovation and Technology Committee
House of Commons
London SW1A 0AA

21 July 2025

Dear Chair,

Following my recent appearance before the Committee, I am writing to provide additional information I committed to sharing regarding Samsung's operational structures and our ongoing work to support the UK's priorities in technology, security, and consumer protection. As I explained to the Committee, we at Samsung have taken extensive steps to address the issue of phone theft, including releasing a suite of new Samsung and Android features, and taking the unprecedented step of contacting 40 million customers in the UK, as well as working with partners through the Home Office.

The Committee asked about the number of people involved in addressing the issue of phone theft. Samsung's approach to device security, feature integration, and quality assurance is underpinned by a coordinated effort across several global specialist teams, each with distinct roles and areas of expertise, making it hard to calculate a precise number.

At the heart of these efforts is our Device Security team within the Samsung Mobile Division. This team, comprising over 250 specialists, is primarily responsible for developing and embedding phone theft prevention features, as well as managing overall device and user security. Their work is central to ensuring that our devices remain safe and secure for our consumers.

In addition to our 250-person Device Security team, we also have a User Experience (UX) department that works closely with Google to ensure seamless integration of Google's standard Android features into Samsung devices. This collaboration is essential for delivering a consistent, high-quality user experience for UK consumers and is managed through regular engagement between the two companies' technical leads.

Supporting the Device Security team are several other teams. Our Cloud Systems and Software Engineering teams maintain and enhance the Samsung Find My Mobile service, a critical component of our theft prevention strategy. Additionally, the Product Planning team plays a key role in scoping and ensuring the integration of essential security features into our phones. This team operates separately from the UX department.

Within the UK, Samsung Research UK (SRUK) makes significant contributions by researching and helping to shape wider industry standards for device security. Their expertise is vital to both local and global security initiatives, complemented by our UK-based field test teams, which conduct rigorous, real-world testing of security features and updates to ensure they meet the specific needs of the UK market.

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All of these efforts are further supported by Samsung's global field-testing teams, who thoroughly pressure-test new features to confirm their robustness and reliability before they are rolled out worldwide.

The above global, multidisciplinary work, I hope, demonstrates that Samsung has dedicated considerable resources to this issue. I also hope this provides the Committee with a detailed picture of how our teams collaborate to deliver secure, innovative, and high-quality products for UK consumers.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Nabil Ahmed', with a stylized flourish at the end.

Nabil Ahmed
Head of Technology & Digital Services Experience
Samsung Electronics UK