

Existing Supplier Bank Account Confirmation

eftsure



Introductory email

The supplier receives the Introductory Email

Verification Notification from Company Name

Dear **Accounts Receivable Manager**,

To improve our internal control processes at Company Name with respect to supplier payments we have engaged Eftsure™ (<https://www.Eftsure.com.au>) to provide payment verification services.

Eftsure™ provides a service to ensure that payments are made to the intended recipients because banks ignore account names when processing payments.

You will be receiving an email request from us within the next 14 days requesting you to verify your details. Please can you action this promptly.
If you require any further information please don't hesitate to call John Smith (03) +61 2 9212 0000 or email [Eftsure Support](#).

Kind Regards,

Ana Punt

Accounts Payable

+61 2 9212 0000

1 Main North Road, North Sydney

NSW 2000 Australia



Verification Request Email

After the Introductory email, the Supplier receives the Verification Request email to confirm the details provided in the Verification Request.

Confirmation Request from Company name

Dear Accounts Receivable Manager,

To improve our internal control processes at Company name with respect to supplier payments we have engaged EFTsure™ (<https://www.eftsurance.com.au>) to provide payment verification services.

EFTsure™ provides a service to ensure that payments are made to the intended recipients because banks ignore names when processing payments.

For security and to show this message originated from **Company name** we refer to your bank account number we have on record ending in *****334**.

It is now company policy for all our suppliers to be Eftsurance accredited before payments can be made to them. We cannot guarantee timely payments to you unless you have completed the following process:

→ 1. [Please click here to verify](#)

or copy and paste the following url into your web browser: https://home.eftsurance.com.au/?utm_campaign=Verifications&utm_source=Redbank%620Communities&id=CA4CTYGF36

2. Click on the blue "Supplier Verification" button in the top-right hand corner
3. Complete the verification process

Please assist us in this process - there is no cost to you, completing the information is easy and should only take a few minutes.

Note: This is a procedural request and is not related to any specific invoice or payment due. If your business uses multiple bank a/c's, you may receive a verification request for each and will need to verify it separately.

If you require any further information please don't hesitate to call 0247083017 or email [eftsurance Support](#). (Please quote our internal supplier reference code for you K & A Event Styling & Production.)

Kind Regards,

John Smith



The new security standard for business payments

Discover why hundreds of Australian organisations choose eftsure to reduce the risk of payment error, fraud and cybercrime.

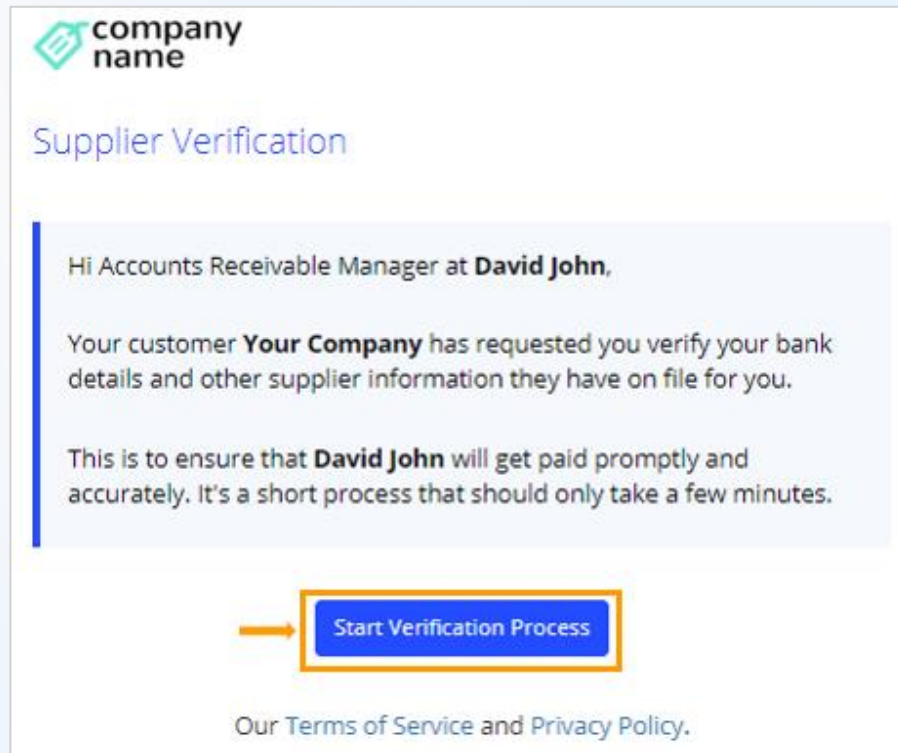
[Request a demo](#)

[Supplier Verification](#) 




Start Verification

The Supplier clicks Start the Verification Process



The screenshot shows an email interface for 'Supplier Verification'. At the top left is a logo for 'company name' with a green tag icon. The title 'Supplier Verification' is centered. The main body of the email is enclosed in a light blue box with a vertical blue line on the left side. It contains three paragraphs of text. The first paragraph is a greeting. The second paragraph explains the request from 'Your Company'. The third paragraph reassures the recipient about the process. At the bottom, there is a blue button with the text 'Start Verification Process' and an orange arrow pointing to it from the left. Below the button is a link for 'Our Terms of Service and Privacy Policy.'


 company name

Supplier Verification

Hi Accounts Receivable Manager at **David John**,

Your customer **Your Company** has requested you verify your bank details and other supplier information they have on file for you.

This is to ensure that **David John** will get paid promptly and accurately. It's a short process that should only take a few minutes.

 Start Verification Process

[Our Terms of Service and Privacy Policy.](#)

From here, the Supplier can either:

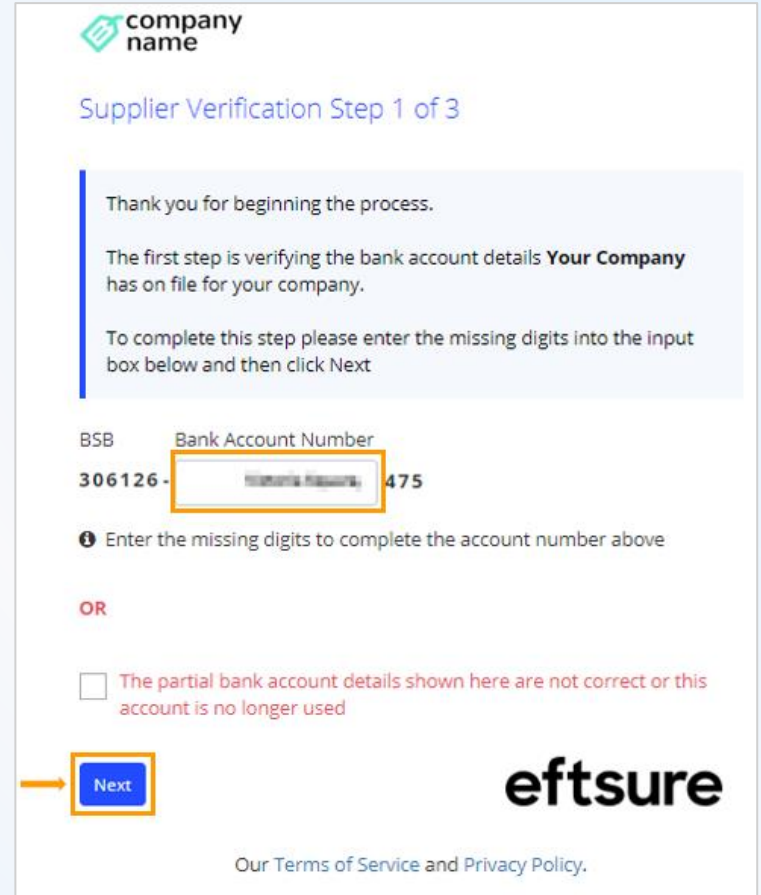
Option 1: Verify their details as correct

Option 2: Report their details are incorrect



Option 1: The Supplier Successfully Verifies their Details as Correct

The Supplier fills in the missing digits from their account number.



The screenshot shows the 'Supplier Verification Step 1 of 3' interface. At the top left is the 'company name' logo. Below it, the title 'Supplier Verification Step 1 of 3' is displayed. A light blue box contains the following text: 'Thank you for beginning the process. The first step is verifying the bank account details **Your Company** has on file for your company. To complete this step please enter the missing digits into the input box below and then click Next.' Below this box, the 'BSB' field is filled with '306126' and the 'Bank Account Number' field is filled with '306126-XXXXXX475', where 'XXXXXX' is highlighted in a yellow box. Below the input fields, there is an information icon followed by the text 'Enter the missing digits to complete the account number above'. Below that, the word 'OR' is displayed in red. Underneath, there is a checkbox followed by the text 'The partial bank account details shown here are not correct or this account is no longer used'. At the bottom left, a blue 'Next' button is highlighted with a yellow box and an orange arrow points to it from the left. At the bottom right, the 'eftsure' logo is displayed. At the very bottom, the text 'Our Terms of Service and Privacy Policy.' is visible.

company name

Supplier Verification Step 1 of 3

Thank you for beginning the process.

The first step is verifying the bank account details **Your Company** has on file for your company.

To complete this step please enter the missing digits into the input box below and then click Next.

BSB Bank Account Number

306126-XXXXXX475

Enter the missing digits to complete the account number above

OR

The partial bank account details shown here are not correct or this account is no longer used


Next

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Our Terms of Service and Privacy Policy.

Option 1: The Supplier Successfully Verifies their Details as Correct (Cont.)

The Supplier verifies their details, if the bank account name is incorrect, the Supplier can edit the Account name before clicking **Confirm**.

 company name

Supplier Verification Step 2 of 3

Please review the Bank Account Name **that Your Company** have on file for you. If this is not the exact official bank account name on your bank statement or if it is not displayed, please correct/enter it in the Account Name section below. Then tick the checkbox and click Confirm.

Account Name

David John ←

BSB Bank Account Number

306126 - Victoria Housing

The bank account name displayed above is an exact match to the official bank account name on my statement

[Back](#) [Confirm](#) ←

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[Our Terms of Service and Privacy Policy.](#)

Option 1: The Supplier Successfully Verifies their Details as Correct (Cont.)

The Supplier enters their details including a message to the customer if required to complete the verification

Supplier Verification Step 3 of 3

Please enter your contact details

ABN
ABN of your company

Main Trading Name*
-- Please enter a valid ABN --

First name*
First name of the person completing this form

Last name*
Last name of the person completing this form

Email address*
Email of the person completing this form

Phone number*
Phone number of the person completing this form

Mobile number
To be used for security purposes only

Your Chief Financial Officer's name
Full name of the person responsible for this bank account

Your Chief Financial Officer's email
Email of the person responsible for this bank account

Message
Message for Your Company...

[Send This Information to Your Company](#)

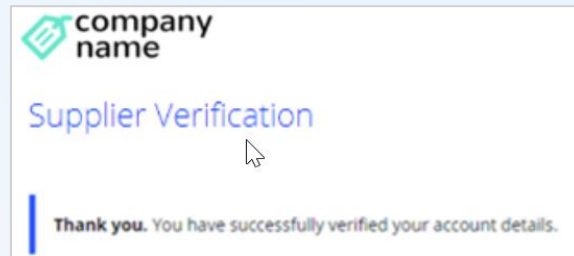
OR

[Start Again](#)

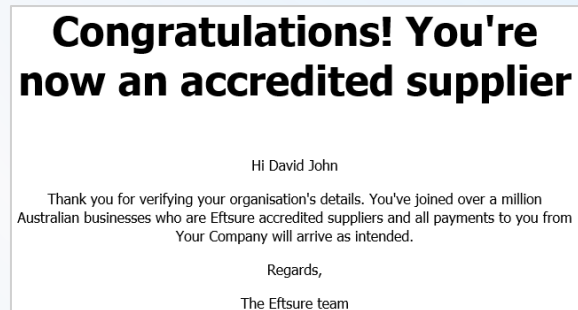
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Option 1: The Supplier Successfully Verifies their Details as Correct (Cont.)

The Supplier receives the following message after completing the verification.




The Supplier receives a confirmation email.



Option 2: The Supplier Reports that their Details as Incorrect

The Supplier can opt to provide the new details or not.



 company name

Supplier Verification Step 1 of 3

We will notify Your Company that your account details in their records are incorrect or out of date. Please click Next to provide your current details.

BSB Bank Account Number
082082 - 201

i Enter the missing digits to complete the account number above

OR

The partial bank account details shown here are not correct or this account is no longer used

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From here, the Supplier can either:

- **Provide the correct account details**
- **Opt to not provide correct account details**



Reports Changed Details – Provides New Details

The Supplier can opt to provide the new details or not. If the Supplier decides to provide correct account details, then Supplier selects the option **I would like to provide correct account details**.

Then, the supplier selects a **reason** why they'd like to provide new details.

What is the reason you would like to provide new details? *

Please select applicable option

- Please select applicable option
- Company changed ownership
- The account is closed and should not be used for any payments by anyone
- The account should not be used by Your Company
- The account is not mine - I do not recognise the details
- The BSB of my bank has changed
- This is a fraudulent account

company name

Supplier Verification Step 2 of 3

Please enter your contact details

ABN

ABN of your company

Main Trading Name*

-- Please enter a valid ABN --

First name *

First name of the person completing this form

Last name *

Last name of the person completing this form

Email address *

Email of the person completing this form

Phone number *

Phone number of the person completing this form

Mobile number

To be used for security purposes only

Your Chief Financial Officer's name

Full name of the person responsible for this bank account

Your Chief Financial Officer's email

Email of the person responsible for this bank account

I would like to provide correct account details

I am not able/do not wish to provide correct account details

What is the reason you would like to provide new details? *

Please select applicable option

- Please select applicable option
- Company changed ownership
- The account is closed and should not be used for any payments by anyone
- The account should not be used by Your Company
- The account is not mine - I do not recognise the details
- The BSB of my bank has changed
- This is a fraudulent account

Provide Correct Account Details

OR

Start Again

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Reports Changed Details – Provides New Details (Cont.)

The supplier provides new account details. There are two ways in which a Supplier can provide new account details:

The Supplier can manually
enter the new details.

company name

Supplier Verification

Thank you. You have successfully verified your account details.

Action

Provide bank account information

Provide bank account information

Select bank account details directly from your bank

BSB * Bank Account Number *

Account Name *

Finish

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OR

The Supplier can use
the bank link

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Please select your bank and complete the Bank Link process.

Note - if your bank is not available in the list or you are unable/unwilling to login to your banking system, please click the **Back** button below and select **Manual - We will call you to verify**

Institution

-- Select your financial institution --

-- Select your financial institution --

Business Banking Systems

MOGOPLUS Bank of Melbourne Business Banking

Commbiz

Commonwealth Bank


MACQUARIE Macquarie Active

nab NAB Business

st.george St. George Business Banking

Reports Changed Details – Provides New Details (Cont.)

The Supplier receives the following message after completing the verification.

 **company name**

Thank You. We have noted your new details, and will communicate them to **Eftsure Test**.

Trading name
dsfsad

BSB
306126

Bank Account Number
***596

Account Name
David Finch

[Our Terms of Service and Privacy Policy.](#)

The Supplier receives a confirmation email

Thank You

Hi David John

Thank you for your time in completing the verification request. Please advise your team that you may be called to verify these details. The caller will provide reference 1158 which will allow you to ensure that the caller is from eftsure.

We note that you have confirmed that your organisations' bank account number does not end in *****511, the number that Your Company has on record for your organisation.

We will inform Your Company that you have provided a new bank account number that ends in *****019 and said the reason for the change was: "The account is closed and should not be used by **XXXXXXXXXX Limited**"

If your organisation's bank account does in fact end in *****511, or your new bank account number does not end in *****019, please urgently email [eftsure support](#) or call us on 1300 985 976.

Regards,
The eftsure team

Reports Changed Details – Opts to not provide new details

If the supplier opts to not provide new details, they select the option **I am not able/ do not wish to provide correct account details**.

Then, the supplier selects a **reason** why details are incorrect.

Reason details are incorrect *

Please select applicable option

- Please select applicable option**
- I do not trade with Your Company
- Company changed ownership
- Don't have access to correct details and will contact Your Company
- I am unwilling to provide correct details now
- The account is closed and should not be used for any payment
- The account is not mine - I do not recognise the details
- Organisation ceased trading
- Other (Please enter message below)

company name

Supplier Verification Step 2 of 3

Please enter your contact details

ABN
ABN of your company

Main Trading Name*
-- Please enter a valid ABN --

First name*
First name of the person completing this form

Last name*
Last name of the person completing this form

Email address*
Email of the person completing this form

Phone number*
Phone number of the person completing this form

Mobile number
To be used for security purposes only

Your Chief Financial Officer's name
Full name of the person responsible for this bank account

Your Chief Financial Officer's email
Email of the person responsible for this bank account

I would like to provide correct account details

I am not able/do not wish to provide correct account details

Reason details are incorrect *

Please select applicable option

- Please select applicable option**
- I do not trade with Your Company
- Company changed ownership
- Don't have access to correct details and will contact Your Company
- I am unwilling to provide correct details now
- The account is closed and should not be used for any payment
- The account is not mine - I do not recognise the details
- Organisation ceased trading
- Other (Please enter message below)

Send This Information to Your Company

OR

Start Again

eftsure

Our Terms of Service and Privacy Policy.

If the supplier opts to not provide new details, they select the option **I am not able/ do not wish to provide correct account details**.

Then, the supplier selects a **reason** why details are incorrect.

Reason details are incorrect *

Please select applicable option

Please select applicable option

I do not trade with Your Company

Company changed ownership

Don't have access to correct details and will contact Your Company

I am unwilling to provide correct details now

The account is closed and should not be used for any payment

The account is not mine - I do not recognise the details

Organisation ceased trading

Other (Please enter message below)

company name

Supplier Verification Step 2 of 3

Please enter your contact details

ABN

ABN of your company

Main Trading Name*

-- Please enter a valid ABN --

First name *

First name of the person completing this form

Last name *

Last name of the person completing this form

Email address *

Email of the person completing this form

Phone number *

Phone number of the person completing this form

Mobile number

To be used for security purposes only

Your Chief Financial Officer's name

Full name of the person responsible for this bank account

Your Chief Financial Officer's email

Email of the person responsible for this bank account

I would like to provide correct account details

I am not able/do not wish to provide correct account details

Reason details are incorrect *

Please select applicable option

Please select applicable option

I do not trade with Your Company

Company changed ownership

Don't have access to correct details and will contact Your Company

I am unwilling to provide correct details now

The account is closed and should not be used for any payment

The account is not mine - I do not recognise the details

Organisation ceased trading

Other (Please enter message below)

[Send This Information to Your Company](#)

OR

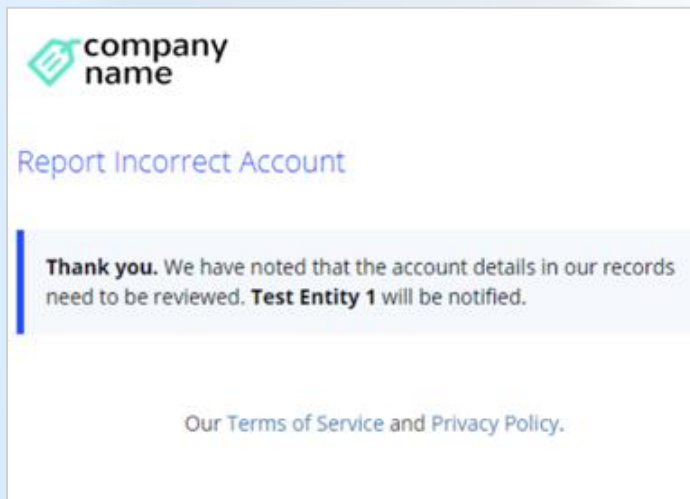
[Start Again](#)

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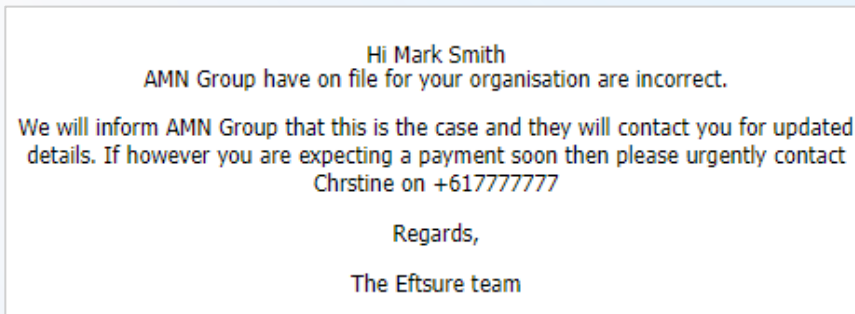
Reports Changed Details – Opts to not provide new details (Cont.)

The supplier receives a confirmation message.



The screenshot shows a message from a company with a logo consisting of a green square with a white 'E' and the text 'company name'. The subject of the message is 'Report Incorrect Account'. The main body of the message reads: 'Thank you. We have noted that the account details in our records need to be reviewed. Test Entity 1 will be notified.' At the bottom, there is a link to 'Our Terms of Service and Privacy Policy.'

The supplier receives an email



The screenshot shows an email notification. The recipient is 'Hi Mark Smith'. The message states: 'AMN Group have on file for your organisation are incorrect. We will inform AMN Group that this is the case and they will contact you for updated details. If however you are expecting a payment soon then please urgently contact Christine on +617777777'. The email is signed 'Regards, The Eftsurre team'.