

New Bank Account Verification

eftsure



Supplier Verification Email

The Supplier receives the Verification Request email to confirm the details provided in the Verification Request.

Confirmation Request from Alex Health Assessors

Dear Accounts Receivable Manager,

To improve our internal control processes at Alex Health Assessors 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 names when processing payments.

For security and to show this message originated from **Alex Health Assessors** we refer to your bank account number we have on record ending in *****175.

It is now company policy for all our suppliers to be Eftsure 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.eftsure.com.au/?utm_campaign=Verifications&utm_source=Workforce%20Health%20Assessors&id=103438551F

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

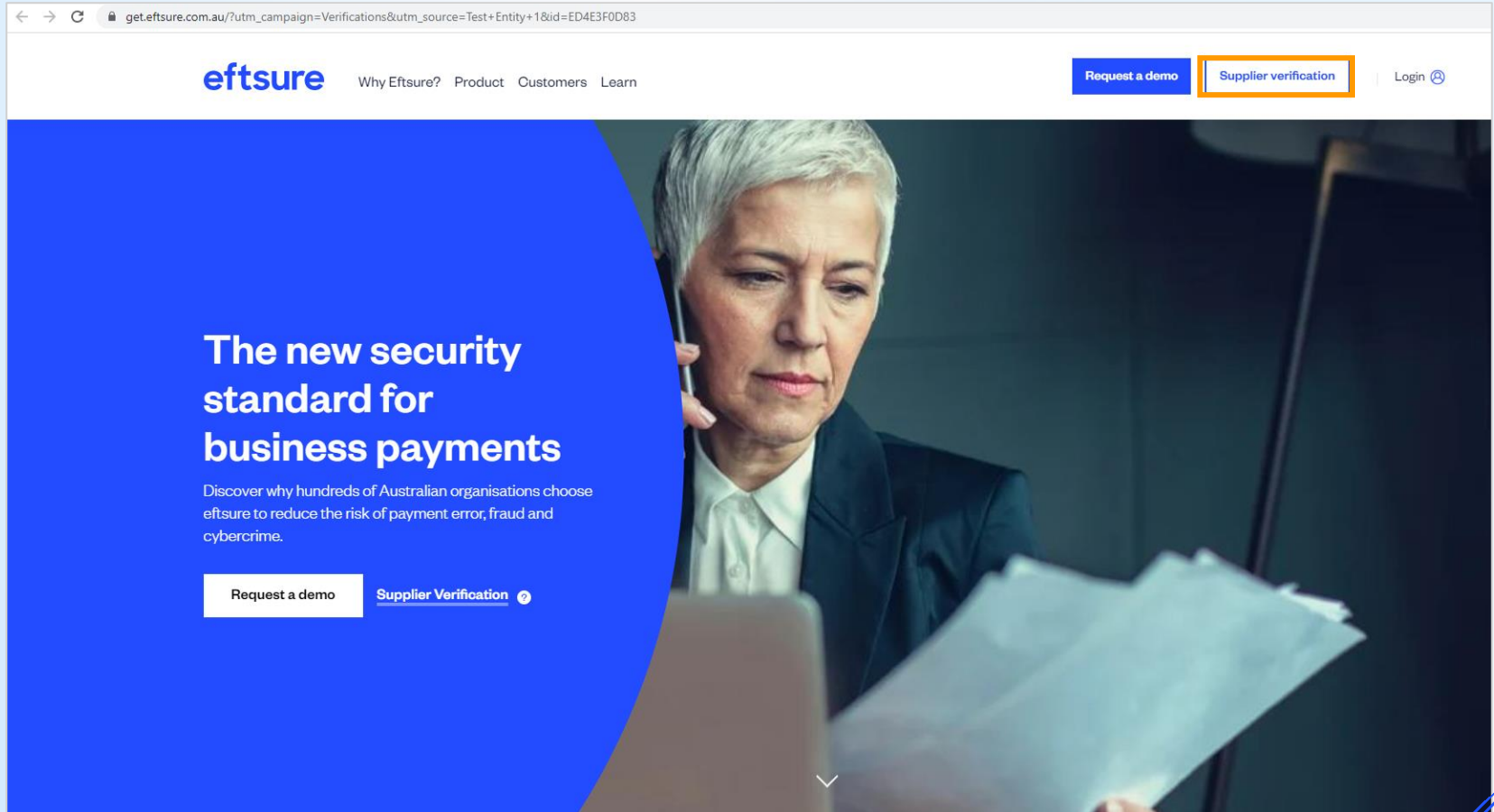
Please assist us in this process - there is no cost to you, completing the information is easy and should only take a few minutes.

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 us on 03 5289 2841 or email [Eftsure Support](#).

Kind Regards,

Click on **Supplier Verification** button to access the form



The screenshot shows the top navigation bar of the eftsure website. The URL in the browser is `get.eftsure.com.au/?utm_campaign=Verifications&utm_source=Test+Entity+1&id=ED4E3F0D83`. The navigation menu includes "Why Eftsure?", "Product", "Customers", and "Learn". There are two buttons: "Request a demo" and "Supplier verification", with the latter being highlighted by an orange border. A "Login" link with a user icon is also present.

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](#)

Supplier Verification Form

The supplier will be routed to the next step, where they need to input the following information:

- ABN if they are registered. The supplier may also indicate in case they do not have an ABN
- Main Trading Name
- First and Last Name
- Position
- Phone number

The supplier can then choose which **Verification option** to use to verify their bank details. They can instantly verify by selecting the Bank Link option, or if the supplier chooses the Manual option, they will receive a call from Eftsure Verifications to cross-verify the provided bank details with them. This procedure is done to mitigate any risks associated with a business email compromise where the recipient entering manually the bank details is NOT the legitimate recipient.

Click on **Verify** to continue.

Please fill in the following form to complete your verification.
A guide to step you through this process can be [downloaded here](#)

Verification option:

Manual - We will call you to verify

Bank Link (recommended) - You verify your own bank account **i**

BSB
012019

Bank Account Number
xxxxxx478

I don't have an ABN

ABN

Main Trading Name*

Representative first name*

Representative last name*

Representative position*

Representative mobile number*

Verify

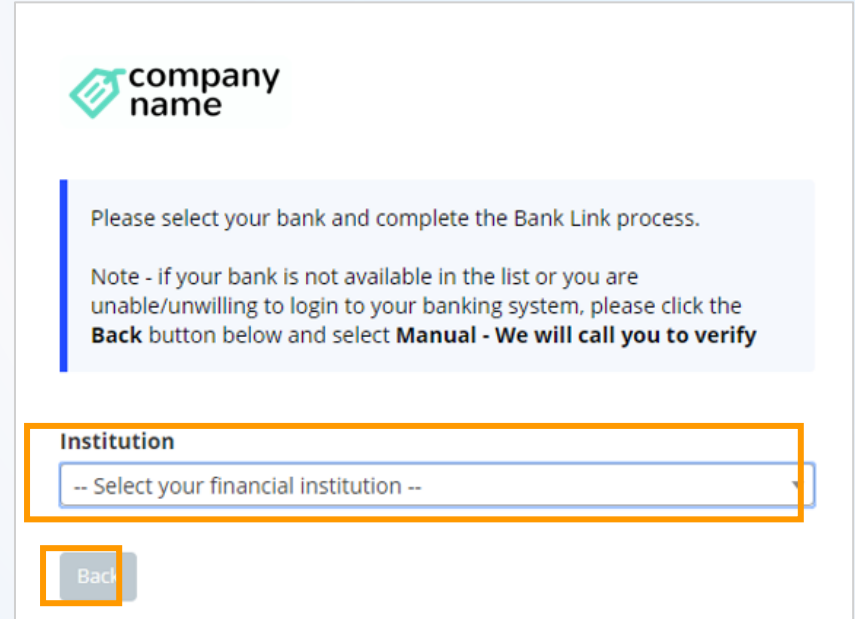
eftsure

By clicking **Verify** you agree to our [Terms of Service](#) and [Privacy Policy](#).

Verification Request – Bank Link

If you have chosen **Bank Link**, select your financial institution for the bank account the payment should be paid into by your customer (the last 3 digits of the bank account you have previously provided to your customer are in the email).

If your bank is not available (please note NAB Connect is not available at this stage), click on the **Back** button.




The screenshot shows a user interface for a verification request. At the top left, there is a logo consisting of a green square with a white outline of a building, followed by the text "company name". Below this, a light blue box contains the instruction: "Please select your bank and complete the Bank Link process." followed by a note: "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**". Below the text is a dropdown menu labeled "Institution" with the placeholder text "-- Select your financial institution --". At the bottom left, there is a grey button labeled "Back".

Verification Request – Bank Link (Cont.)

After selecting your financial institution, you will be requested to enter your online credentials

You have the option to cancel out at this stage by clicking on the **Back** button.



company name

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

-  **MOGOPUS** Bank of Melbourne Business Banking
-  **CommBiz**
-  **Commonwealth Bank**
-  **MACQUARIE** Macquarie Active
-  **nab** NAB Business
-  **st.george** St.George Business Banking

Log into Westpac

Please enter your credentials below. Depending on your bank, you may be asked for 2FA or captcha code details as well.

Customer ID

Password

Continue

We will create a secure connection and log you into your online account. Upon completion it will log you out automatically.

Verification Request – Bank Link (Cont.)

Select which bank account you would like your payment to be paid into by this customer.

Click on **I'm done, submit**

The process is now complete, thank you for verifying your details with Eftsure.


Select your accounts

Please select your account(s) to complete the Bank Account Verification process.

<input checked="" type="checkbox"/>	Cica main account BSB: 306-821 Account: <input type="text"/>	\$46.28
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[View all accounts](#)

I'm done, submit

 **company name**

Thank You. your bank details have been verified. If required, a representative from eftsure will be in touch with you soon.

Verification Request – Manual

If you have selected the Manual option to provide your bank account details, you will be presented with the following message, and we will call you to verify your details.

Thank you for your time and assistance in verifying your payment details with Eftsure.



Thank You. A representative from eftsure will be in touch with you to verify your account.

If you are called, you will be quoted this reference number: **4614**

Supplier Verification – Eftsure Phone Verification Process



Phone Number Sourcing

Our verifications team in Manila and Sydney will attempt to **independently source a phone number** from the following web pages, in this order:

- Official company website
 - White Pages
 - Yellow Pages
 - 3 or more websites
- (excluding social media), for example, an industry-related website.



Calling the Supplier

After sourcing a phone number, Eftsure will call the supplier and provide the 4-digit unique reference number that is given to them if they have opted to verify the details manually. The supplier will then be requested to confirm BSB, Account Number, and Account Name after Eftsure has provided either the first or last 3 digits of the account number. Eftsure will also confirm the ABN.



Verification Outcome

If the account details the supplier provides over the phone match what the customer has in their VMF, the verification is successful. However, if the details are incorrect, the verification will be failed, and the customer will need to contact the supplier for the correct bank account details and start the process again.

Supplier Verification – Eftsure Phone Verification Process (Cont.)



Contact Attempts

Eftsure will try and call the supplier 3 times, once per day for 3 days, and if we are unable to contact the supplier after the third attempt the status of the verification will be changed to 'Awaiting customer Assistance'. Then, the customer can either request we try the verification process again or self-certify the supplier.



Proactive Contact

After the Verification request is sent to the Supplier by our customers, and the Supplier does not respond within 24 hours, our Verifications team will attempt to make the first contact within 48hrs to verify the Supplier.



Best Practice

Notes on the process which the Eftsure Verifications team must adhere to:

1. Eftsure cannot accept verification of account details via email due to the threat of email compromise.
2. Eftsure cannot accept incoming calls from suppliers due to phone spoofing, a practice where the caller changes the caller ID.

Eftsure must always phone the supplier to verify the account details.