



## Supplier Verification Question and Answers

V1.5

[Specific Questions Suppliers may have regarding the verification email they receive:](#)

Please notify your Accounts Payable Officer and support staff that should they receive a call from a supplier requesting confirmation of the authenticity of the email or requesting clarification these are the typical responses to be provided:

**a. Is this a scam?**

The email is legitimate and is not a scam. You will note that we are not asking you to provide your details to us but rather confirm them by way of completion of an already partly pre-populated field evidencing we already have your details.

**b. Why are you doing this?**

This is part of our required verification procedures however the primary reason we are doing this is to ensure that when we pay you, the money is actually sent to your account not someone else's. We need to do this because Banks do not match Payee Names with Account Numbers in the electronic payment process. It is therefore possible to record a Payee Name as "Bobs Auto Electricians" but in fact pay someone else by simply inserting a different BSB and Account Number.

**c. How can I tell whether this is a scam or not?**

When you follow the instructions to verify your details on eftsure's website you will see your bank account details are partly populated which identifies you and names us thus confirming the legitimacy of the email.

**d. I have been advised never to click on links in emails and follow that advice so how do I proceed?**

You may instead simply open a browser and go to the [www.eftsure.com](http://www.eftsure.com) site, then click on the Supplier tab at the top and manually enter (or copy and paste) the reference code provided to you in the email. Note when you enter the reference code take care not to confuse zeros with the letter "O" or two with the letter "Z". The reference is case sensitive and has no spaces at the beginning or end. If you are still uncomfortable entering your account details into the website, please email the details to [support@eftsure.com.au](mailto:support@eftsure.com.au). For further technical assistance please email [support@eftsure.com.au](mailto:support@eftsure.com.au)

**e. My bank details shown are incorrect/have changed/require more digits than allowed for?**

Please email the details to [support@eftsure.com.au](mailto:support@eftsure.com.au)

**f. Why can't I simply tell you my bank details on the phone or email them to you?**

Our verification requirement is to have them collated and checked by an independent 3rd party however if you are uncomfortable entering them into the website, please email the details to [support@eftsure.com.au](mailto:support@eftsure.com.au)

## Confirmation Request from XXXX

Dear **Accounts Receivable Manager**,

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

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

For security and to show this message originated from **XXXX** we refer to your bank account number we have on record ending in **\*\*\*\*\*123**.

It is now 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 

or copy and paste the following url into your web browser:

[https://home.eftsure.com.au/?utm\\_campaign=Verifications&utm\\_source=Mornington%20Shire%20Council&id=7542E6DFBE](https://home.eftsure.com.au/?utm_campaign=Verifications&utm_source=Mornington%20Shire%20Council&id=7542E6DFBE)

- 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 me or email [eftsure Support](#).

Kind Regards,

**A Person**

Accounts Payable Office  
02 8888 8888  
122 Walker Street  
North Sydney NSW 2080

[CUSTOMER LOGO]

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[Unsubscribe](#) to emails instantly

## Appendix B – Supplier Verification Process

### Supplier Verification Step 1 of 3

Dear Accounts Receivable Manager at Stuart Lummis,

Your customer [REDACTED] has requested that you verify the bank account details they have on file for your company. To complete this process please enter the missing digits into the input box below and then click Next:

BSB

**114879**

Account Number

| **261**

 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

**eftsure**