

Existing Supplier Bank Account Confirmation



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 07 000 8114 or email [Eftsure Support](#).

Kind Regards,

Anne

Accounts Payable Administrator



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.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 **Company Name** we refer to your bank account number we have on record ending in ****123-000-.

For New Zealand bank accounts, the last 3 digits after the dash are an account type code. If your account type code has 1 or 2 digits we will add zeros to make it 3 digits in total.

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://portal.eftsure.com.au/supplier/verify/>

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 +64 000 123 111 or email [Eftsure Support](#). (Please quote our internal supplier reference code for you XX5654.)

Kind Regards,

Brie
Chief Financial Officer



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.



Supplier Verification

Hi Accounts Receivable Manager at **Entity New Zealand Ltd**,

Your customer **Retail [REDACTED] Limited** has requested you verify your bank details and other supplier information they have on file for you.

This is to ensure that **Entity New Zealand Ltd** 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.



Supplier Verification Step 1 of 3

Thank you for beginning the process.

The first step is verifying the bank account details **Test Entity 1** has on file for your company.

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

Bank and Branch **Suffix**

BB-bbbb-AAAAAAA-SSS

Account Number

Bank and Branch Account Number Account Suffix

020386 - 318 - 200

❗ Enter the missing digits to complete the account number above

❗ New Zealand Bank Account numbers are generally presented in the format: BB-bbbb-AAAAAAA-SSS, where B is the bank number (2 digits), b is the branch number (4 digits), A is the account number (7 digits) and S are digits of the suffix (2 or 3 digits).

OR


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

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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**.



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Supplier Verification Step 2 of 3

Please review the Bank Account Name that **Test Entity 1** 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.

Bank and Branch **Suffix**

BB-bbbb-AAAAAAA-SSS

Account Number

Account Name

BOAT BUILDING AND SHIP ~~BOAT~~ ←

Bank and Branch Account Number - Account Suffix

020386 - 0000318 - 200

i New Zealand Bank Account numbers are generally presented in the format: BB-bbbb-AAAAAAA-SSS, where B is the bank number (2 digits), b is the branch number (4 digits), A is the account number (7 digits) and S are digits of the suffix (2 or 3 digits).

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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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

GST Number
[Input field with value 447]

I don't have an NZBN

NZBN
[Input field with value 7568]

Main Trading Name*
[Dropdown menu with value LIMITED]

First name*
[Input field with value Jenny]

Last name*
[Input field with value Sparks]

Email address*
[Input field with value jsparks@nzsupplier.com]

Phone number*
[Input field with value 647897653]

Mobile number
[Input field with value To be used for security purposes only]

Your Chief Financial Officer's name
[Input field with value Full name of the person responsible for this bank account]

Your Chief Financial Officer's email
[Input field with value Email of the person responsible for this bank account]

Message
[Input field with value Message for Test Entity 1]

[Send This Information to Test Entity 1](#)

OR

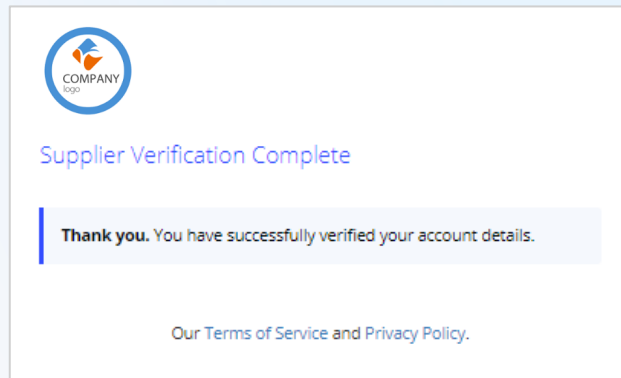
[Start Again](#)

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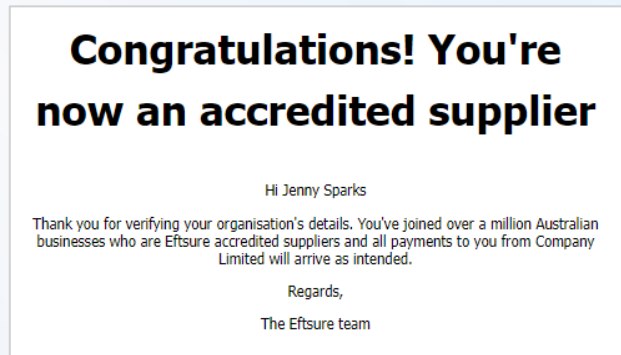
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Option 1: The Supplier Successfully Verifies their Details as Correct (Cont.)

The Supplier receives the following message after completing the verification.



The Supplier receives a confirmation email.



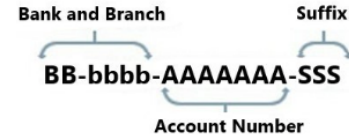
Option 2: The Supplier Reports that their Details as Incorrect

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



Supplier Verification Step 1 of 3

We will notify Test Entity 1 that your account details in their records are incorrect or out of date. Please click Next to provide your current details.



Bank and Branch	Account Number	Account Suffix
020386 -	<input type="text"/>	318 - 200

- Enter the missing digits to complete the account number above
- New Zealand Bank Account numbers are generally presented in the format: BB-bbbb-AAAAAAA-SSS, where B is the bank number (2 digits), b is the branch number (4 digits), A is the account number (7 digits) and S are digits of the suffix (2 or 3 digits).

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 Test Entity 1

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

The BSB of my bank has changed

This is a fraudulent account



Supplier Verification Step 2 of 3

Please enter your contact details

GST Number

12345678901234567

I don't have an NZBN

NZBN

123456789012345678

Main Trading Name*

12345678901234567890 LIMITED

First name *

Jenny

Last name *

Sparks

Email address *

jsparks@nzsupplier.com

Phone number *

64789234356

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 Test Entity 1

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

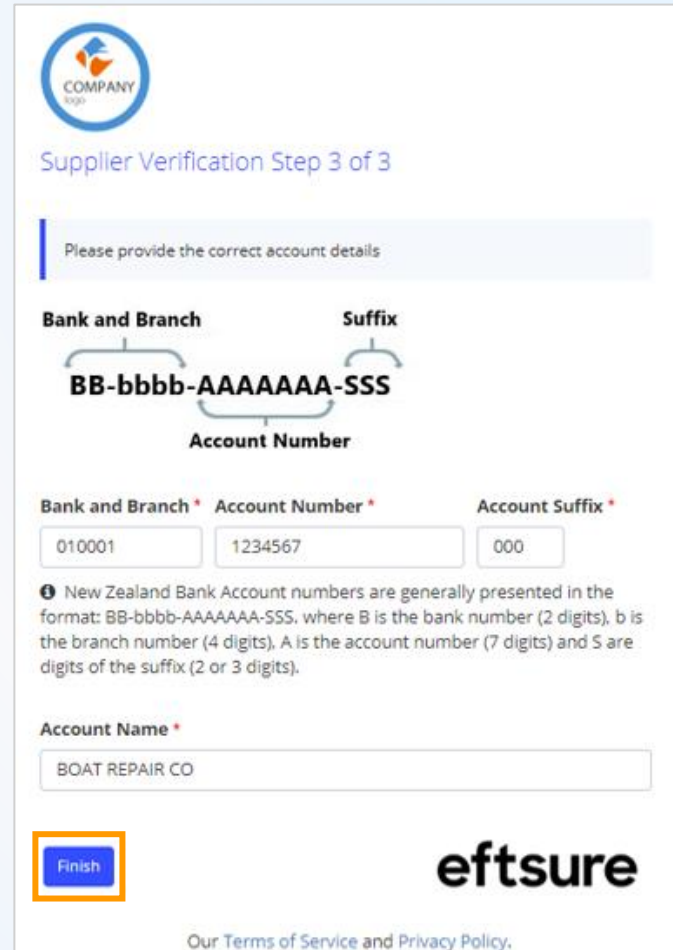
OR

Start Again

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Reports Changed Details – Provides New Details (Cont.)

The supplier can manually provide the new account details.



The screenshot shows a web form for 'Supplier Verification Step 3 of 3'. At the top left is a circular logo with a stylized orange and blue figure and the text 'COMPANY logo'. Below the logo is the title 'Supplier Verification Step 3 of 3'. A light blue box contains the instruction 'Please provide the correct account details'. Below this is a diagram of a New Zealand Bank Account Number: 'BB-bbbb-AAAAAAA-SSS'. Brackets above 'BB-bbbb' are labeled 'Bank and Branch', above 'AAAAAAA' is 'Account Number', and above 'SSS' is 'Suffix'. Below the diagram are three input fields: 'Bank and Branch *' with '010001', 'Account Number *' with '1234567', and 'Account Suffix *' with '000'. A paragraph of explanatory text follows: 'New Zealand Bank Account numbers are generally presented in the format: BB-bbbb-AAAAAAA-SSS, where B is the bank number (2 digits), b is the branch number (4 digits), A is the account number (7 digits) and S are digits of the suffix (2 or 3 digits)'. Below this is an 'Account Name *' field containing 'BOAT REPAIR CO'. At the bottom left is a blue 'Finish' button with an orange border. At the bottom right is the 'eftsure' logo. At the very bottom is a link: 'Our Terms of Service and Privacy Policy.'

COMPANY logo

Supplier Verification Step 3 of 3

Please provide the correct account details

Bank and Branch **Suffix**

BB-bbbb-AAAAAAA-SSS

Account Number

Bank and Branch * **Account Number *** **Account Suffix ***

010001 1234567 000

i New Zealand Bank Account numbers are generally presented in the format: BB-bbbb-AAAAAAA-SSS, where B is the bank number (2 digits), b is the branch number (4 digits), A is the account number (7 digits) and S are digits of the suffix (2 or 3 digits).

Account Name *

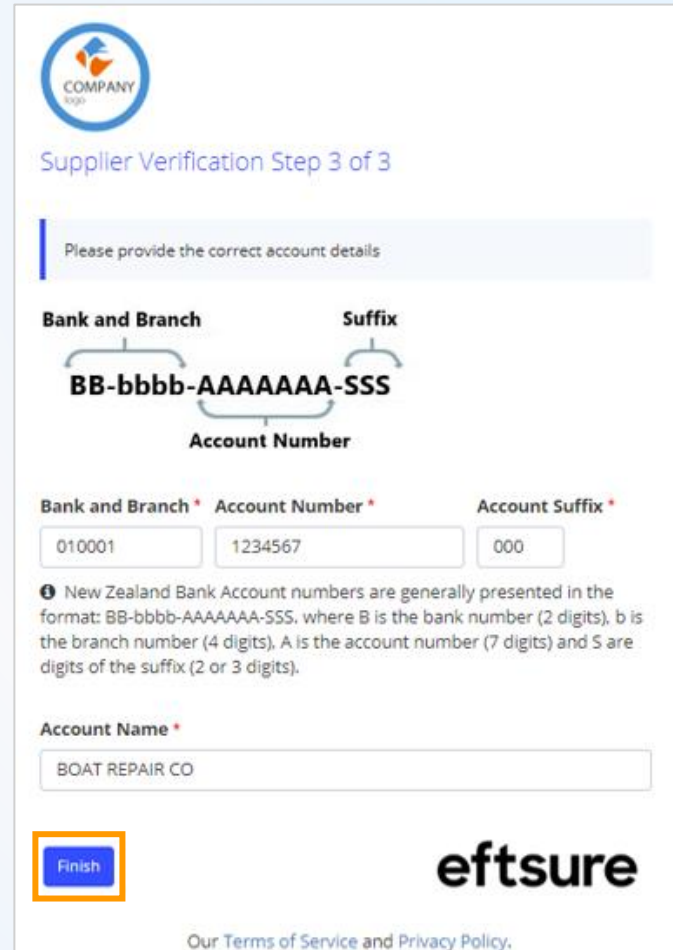
BOAT REPAIR CO


Finish

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The supplier can manually provide the new account details.



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Supplier Verification Step 3 of 3

Please provide the correct account details

Bank and Branch **Suffix**

BB-bbbb-AAAAAAA-SSS

Account Number

Bank and Branch * **Account Number *** **Account Suffix ***

i New Zealand Bank Account numbers are generally presented in the format: BB-bbbb-AAAAAAA-SSS, where B is the bank number (2 digits), b is the branch number (4 digits), A is the account number (7 digits) and S are digits of the suffix (2 or 3 digits).

Account Name *

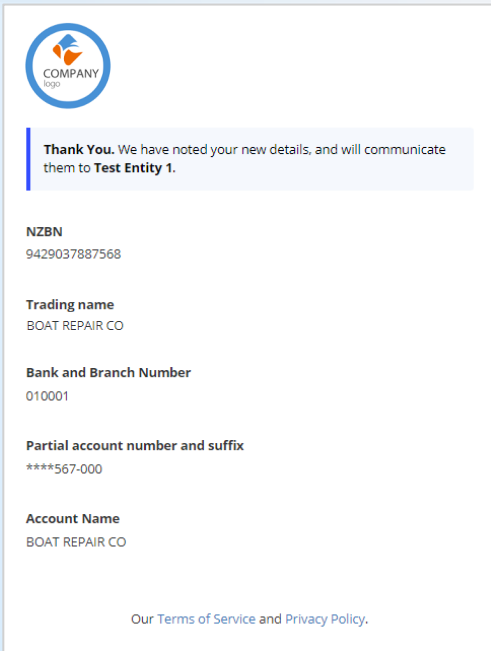
Finish


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Reports Changed Details – Provides New Details (Cont.)

The Supplier receives the following message after completing the verification.





Thank You. We have noted your new details, and will communicate them to **Test Entity 1**.

NZBN
9429037887568

Trading name
BOAT REPAIR CO

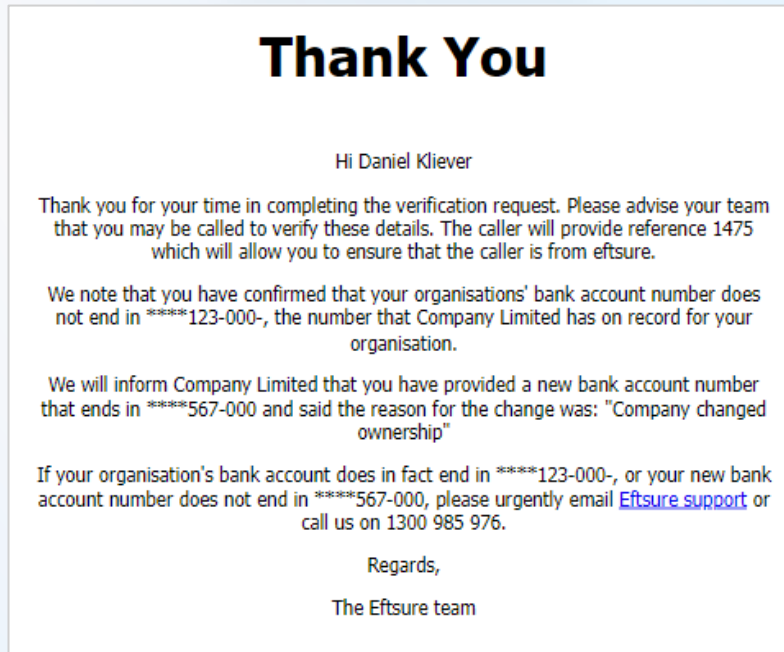
Bank and Branch Number
010001

Partial account number and suffix
****567-000

Account Name
BOAT REPAIR CO

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The Supplier receives a confirmation email



Thank You

Hi Daniel Kliever

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 1475 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 ****123-000-, the number that Company Limited has on record for your organisation.

We will inform Company Limited that you have provided a new bank account number that ends in ****567-000 and said the reason for the change was: "Company changed ownership"

If your organisation's bank account does in fact end in ****123-000-, or your new bank account number does not end in ****567-000, 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 the 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)

Please enter your contact details

GST Number
[input type="text" value="47"]

I don't have an NZBN

NZBN
[input type="text" value="68"]

Main Trading Name*
[input type="text" value="LIMITED"]

First name*
[input type="text" value="Jessica"]

Last name*
[input type="text" value="Parker"]

Email address*
[input type="text" value="jparker@nzsupplier.com"]

Phone number*
[input type="text" value="64987876003"]

Mobile number
[input type="text" value="To be used for security purposes only"]

Your Chief Financial Officer's name
[input type="text" value="Full name of the person responsible for this bank account"]

Your Chief Financial Officer's email
[input type="text" value="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 Test Company - AJ
- Company changed ownership
- Don't have access to correct details and will contact Test Company - AJ
- 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 Test Company - AJ

OR

Start Again

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

The supplier receives a confirmation message.

Report Incorrect Account

Thank you. We have noted that the account details in our records need to be reviewed. **Test Company - AJ** will be notified.

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The supplier receives an email

Hi Accounts Receivable Manager

Thank you for your time in completing the verification request. We note that you have indicated the details Company Limited have on file for your organisation are incorrect.

We will inform Company Limited 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 David Myer on +64 2 000 1234

Regards,

The Eftsure team