

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 Ana's Demo Customer

Dear **Accounts Receivable Manager**,

To improve our internal control processes at Ana's Demo Customer 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 **Ana's Demo Customer** we refer to your bank account number we have on record ending in *****213-010-.

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.

1.

Please click here to verify

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

<http://sandbox.eftsure.com.au/supplier/verify/9F5C79F0EE>

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 or email [Eftsure Support](#). (Please quote our internal supplier reference code for you .)

Kind Regards,

Start Verification Process

Click on the **Start Verification Process** button to access the form.



Supplier Verification

Hi Accounts Receivable Manager at **Test NZ Supplier Manually**,

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

This is to ensure that **Test NZ Supplier Manually** 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.](#)

Supplier Verification Form

The supplier will be routed to the verification process page, where they will be required to fill in the form to complete their verification.

Click on **Verify** to continue.

The supplier will be called to verify their bank account details.



Please fill in the following form to complete your verification. You will be called to verify your bank account details.

Verification option:
 Manual - We will call you to verify

Bank and Branch
060817

Partial account number and suffix
xxxx150 - 000

New Zealand Bank Account numbers are generally presented in the format: BB-bbbb-AAAAAA-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).

GST Number

I don't have an NZBN


Trading name/Personal name*

Representative first name*

Representative last name*

Representative position*

Representative mobile number*



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

Supplier Verification Confirmation

The supplier will be presented with the following message, and Eftsure might call them 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
 - 4 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 Account Code, Account Number, Account Suffix, and Account Name after Eftsure has provided either the first or last 3 digits of the account number. Eftsure will also confirm the NZBN / GST.



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 only 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 on an outbound call to verify the account details.