

Phone Verification Process

Supplier Verification – Eftsure Phone Verification Process

1. The Verifications team will attempt to contact the supplier within 48 hours once the supplier has responded to the onboarding/change/verification request.
2. Our Verifications team will attempt to independently source a phone number from the following web pages in this order:
 - White and Yellow
 - Official Supplier website
 - Search on Google for 4-5 different web pages that have the same exact number for the Supplier
3. In the instance where Eftsure hasn't been able to source a phone number, the customer is asked to provide a legitimate phone number for the verification. It isn't recommended to use a number from the last invoice or email signature.
4. After sourcing a phone number, Eftsure will call the supplier and request the supplier confirms the BSB, account number and account name after Eftsure has provided the last 3 digits of the account number. Eftsure will also confirm the ABN. If the supplier wishes to confirm if they are being called from Eftsure they can ask us to quote the 4-digit number which is presented to them when they complete the verification.
5. If all of the account details the supplier provides over the phone match with what the customer has in their VMF the verification is passed. If the details are incorrect the verification will be set to fail or if the verification is from an onboarding (new supplier or change request) then the verifications team has the ability to set the onboarding to incomplete and the supplier can correct the details.

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A few notes on the process to 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.