Get verified by eftsure

Frequently asked questions about getting verified via eftsure

Why am I being asked to verify my details?

Banks don't match BSBs and Account Numbers to Account Names when making payments.

Cybercriminals often intercept emails between suppliers and their customers (or just email customers directly) and claim the bank details for the supplier have changed (or change it on legitimate invoices). This is often done without your knowledge. As a result, it is possible for hackers, fraudsters or malicious insiders to change the bank details your customers have on file for you to their own, and route payments intended for you to themselves.

In order to protect your revenue, Council is using eftsure software to validate all their suppliers' bank account details to ensure the details they have on file for you are correct.

This one-off verification ensures that payments made to your organisation indeed reach your bank account verified by eftsure.

Is there any cost to me to be verified?

No - There is no charge for suppliers to be verified by eftsure.

Why did I receive an email from eftsure?

Council has authorised eftsure to conduct a supplier verification on their behalf. This is a procedural request and is not related to a specific invoice or payment. Should you wish to further validate the legitimacy of this request, you can contact Council's Accounts Payable or Purchasing and Supply team directly via 5540 5111.

Is this a scam?

The email that all new suppliers will receive from eftsure is legitimate and is not a scam. You will note that eftsure is not asking you to provide your details to them but rather confirm them by way of completion of an already partly pre-populated field evidencing they already have your details.

I have been verified before by eftsure for another company, do I have to do it again?

No, the great thing about eftsure is that once verified it updates their system. So if another company needs to verify you, you are already vetted in their system. Your master data is uploaded into the database, cross-matched, then verified.

If you do need to update any details however, you will be re-verified when required and this will also update your details across the eftsure ecosystem.

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