

Supplier Verification

quick reference guide

Kinetic has partnered with Eftsure, an Australian-owned payment verification provider, to independently confirm supplier banking details before they are used to make future payments. This is a standard, once-off procedural step and isn't related to any specific invoice or transaction.

Why we're doing this

Banks don't always match BSB and account numbers against account names when processing payments. Cybercriminals exploit this gap by intercepting emails or invoices between suppliers and customers and falsely claiming that bank details have changed, redirecting payments to fraudulent accounts without the supplier's knowledge.

Verifying your details with Eftsure gives us assurance that the banking information on file for your business is correct and current and gives you assurance that you'll be paid correctly and on time. Immediately before any payment is made, Eftsure's system checks the payment file against your verified details and flags any mismatch for our team to review before funds are released.

What to expect

Step 1: You'll receive an email invitation

Look out for an email from **noreply_verifications@wearekinetic.com** with a secure link to the Eftsure supplier verification portal. If you miss it, Eftsure sends up to three reminder emails, three days apart. Follow up emails may also come from **verify@eft.eftsure.com.au**.

Step 2: Complete your details in the portal

You'll be asked to provide your business name, ABN (or equivalent business registration number for overseas entities) and bank account details. You will also be provided with a four digit reference number to use for any further verification required. If you have supplied Kinetic in the past, you may only be asked to confirm the existing bank details we have on file.

Step 3: Verify your bank account

How this happens depends on where your bank account is held. See the domestic and international pathways below.

Step 4: Verification is passed to Kinetic

Once Eftsure completes its checks, your verified details are securely passed to Kinetic's finance team so payments can be processed with confidence.

Domestic vs. International accounts

Australian and New Zealand bank accounts

You can choose to verify your account either:

- / via a secure link directly to your bank, or
- / by requesting a phone call from the Eftsure team to confirm your details.

International bank accounts

A member of Eftsure's team will call you directly to verify your business and banking details, generally using the regional numbers listed below.

Confirming a call is legitimate

If you receive a verification call, you will be asked to provide the four-digit reference code you received when you completed the online form, and the Eftsure representative will provide the last three digits of your bank account number to verify their legitimacy and ensure they are referencing the correct account.

Only the numbers below are used by Eftsure for verification calls. If a call claiming to be from Eftsure comes from a different number, treat it with caution and contact Kinetic or Eftsure directly using the details in this guide.

Region	Number(s)
Global	02 9054 4851
NSW / ACT	02 7905 5597
VIC / TAS	03 7068 9020 & 08 6219 8254
WA / SA / NT	08 6388 0080 & 08 6219 8254
QLD	07 2113 8441 & 07 3497 3262
New Zealand	+64 9801 8276
UK	+44 20 8054 7400
USA	+1 833 903 2230
Canada	+1 778 312 2900

Who to contact

Kinetic — Supplier Enquiries	Eftsure — Supplier Support
Email: supplierenquiries@wearekinetic.com	Phone: 1300 985 976 Email: suppliersupport@eftsure.com.au

Frequently asked questions

Q: Why do I need to register with Eftsure?

A: Registering ensures Kinetic pays the right business, not someone else, due to error or fraud. The verification process, particularly the phone call made to an independently sourced number, confirms that the details held in Kinetic's finance system are correct and current. Immediately before any payment, Eftsure checks the payment file against your verified details and flags any mismatch for our team to review before payment is released.

Q: How secure is Eftsure?

A: Eftsure's Know Your Payee (KYP) software is designed to protect business-to-business payments from fraud and error. Eftsure follows best practices in securing the system and the data it holds. It has been vetted by numerous organisations and is regularly audited and independently tested by specialist external security external experts, including (but not limited to) Security In Depth, Pure Security and a major Australian bank.

Eftsure is Australia's largest independent network of verified business and bank details. Eftsure is safeguarding payments worth over 11.5 billion AUD per month to 3.1 million Australian businesses. Eftsure's customer base includes some of Australia's largest organisations, including 7-eleven, Laing O' Rourke, Bega, Alfred Health and Griffith University.

Q: How long does verification take?

A: Not long. Once you've entered your details in the Eftsure portal, you can generally expect a call from the Eftsure team within 24 hours to verify them if required.

Q: What if I miss the initial email?

A: Eftsure sends three reminder emails, three days apart, following the initial invitation. If you've missed all of these, contact Kinetic's finance team for help.

Q: Is there a cost to being verified?

A: No. There is no charge to suppliers for verification with Eftsure.

Q: Is this request tied to a specific invoice or payment?

A: No. Kinetic has authorised Eftsure to carry out this verification as a standard procedural step across all suppliers, it isn't linked to any particular invoice or payment.

Q: I'm unsure about the legitimacy of a verification phone call, what should I do?

A: To ensure the authenticity of the call, you will be quoted the 4-digit reference number that was provided when you completed the online form. Eftsure's verification expert will then verbally provide you with the last 3 digits of the account number, and ask you to confirm the remaining digits, BSB, bank account name, and ABN. You can also cross-check the caller's number against the regional list in this guide.

Q: How do I update my bank account or business details after verification?

A: Contact Kinetic's finance team by email. We'll arrange for Eftsure to send a formal change request form to your registered email address within the Eftsure portal, details shouldn't be updated any other way.

Q: Who do I contact if I need help filling in the online form?

A: You can call Eftsure's support line on 1300 985 976 or email suppliersupport@eftsure.com.au

You can find more questions and answers on Eftsure's supplier information page.

