

## Eftsure Software Solution

Curtin Heritage Living suppliers are required to provide business information to [Eftsure](#) for independent verification before conducting business with us and receiving payment.

Eftsure verifies all supplier details ensuring that supplier payments are protected against fraud and error. Once a supplier has been verified, it is an easy and seamless process.

Eftsure's verification processes, including the phone call made to new suppliers, ensure the accuracy and legitimacy of your details.

The business information required for verification includes:

- Bank details
- ABN
- Trading name
- GST registration
- Company contact information.

### How secure is Eftsure?

Supplier data is stored in Eftsure servers, which are physically located in Australia, including back up servers. You may already be using Eftsure with other vendors. They presently work with many clients across Australia.

### How can I tell whether this is a scam or not?

When you follow the instructions to verify your details on Eftsure's website, you will see your bank account details are partly populated, which identifies you and names Curtin Heritage Living, which confirms the legitimacy of the email.

### Guidance for Existing Suppliers

If you are an existing supplier, you can update your details at any time by contacting [accounts@curtinheritage.com.au](mailto:accounts@curtinheritage.com.au).

It is your responsibility to ensure that your details are up to date. Please notify us immediately of any changes or discrepancies you notice.

### Guidance for New Suppliers

As part of the [onboarding process](#), your department contact will request your company contact name and email address.

You will then receive an email invitation from Eftsure to register your details as a new supplier, including your:

- ABN,
- company name,
- address, email, and
- bank account details.

After registering your details, an Eftsure team member may contact you within 24-48 hours to verify the accuracy of the provided information.

You will receive a confirmation email from Eftsure once your data has been verified.

To update your details, please contact [accounts@curtinheritage.com.au](mailto:accounts@curtinheritage.com.au).

It is your responsibility to ensure that your details are up to date. Please notify us immediately of any changes or discrepancies you notice.

### **How to verify the legitimacy of a call from Eftsure**

If in the event you choose not to validate your account details via the Eftsure bank link functionality, you can expect a phone call from a member of the Eftsure validation team who will verify your details over the phone.

Once Eftsure has finished the verification process, they securely pass your information to Curtin Heritage Living for entry into our finance system. You will then receive a confirmation email from Eftsure when your data has been verified.

### **How to Change Your Data with Eftsure**

To update your details, please contact [accounts@curtinheritage.com.au](mailto:accounts@curtinheritage.com.au).

You will receive an email from [Eftsure](#) with a link to update your data in their portal. After updating, you will receive a confirmation email once your data has been verified.

Depending on the data being updated, you may receive a phone call from an Eftsure team member to verify your details over the phone before receiving the confirmation email.

### **Need more help?**

Curtin Heritage Living Support:

For more information about supplier management, please email: [accounts@curtinheritage.com.au](mailto:accounts@curtinheritage.com.au)

Eftsure Support:

For Eftsure technical support, please call: 1300 985 976

Contact Eftsure customer support: [Contact Us EFTsure website](#)

Access Eftsure supplier help documentation: [Supplier Help Documents – Eftsure Helpdesk](#)