

VERIFY BEFORE YOU SAVE

# Before changing supplier bank details

Stop. Verify the change before you save it.

**FICTIONAL EMAIL**

**Our bank details have changed. Please pay today.**

| Changed details

| Time pressure

| Call your trusted contact

-  **Pause the change**  
Hold the bank-detail update and pending payment.
-  **Call your established contact**  
Use a previously verified supplier number, not one in the request.
-  **Confirm the destination**  
Independently confirm account name, BSB and account number. An email reply is not verification.
-  **Record the check**  
Securely record who confirmed the details, when and which trusted number you called.
-  **Get approval before saving**  
Follow your approvals and have a second authorised person check before updating the record.

Familiar branding, real email accounts and existing threads can be compromised. Recordkeeping and second-person review are recommended business controls, not legal requirements.

**Already acted?**

- Stop pending payments and alert finance.
- If money was sent, contact your bank immediately for urgent fraud assistance.
- Preserve the message for IT.

[osmicro.com.au/printable-guides/supplier-bank-detail-change-checklist/](https://osmicro.com.au/printable-guides/supplier-bank-detail-change-checklist/)

Follow your organisation's security and payment procedures. These checks reduce risk; they do not guarantee a message or transaction is safe.

Checked October 2026 • Sources: [ACSC \[1\]](#) [ACSC \[2\]](#) • More detail and accessible text at the URL above.