

Dear valued supplier

To strengthen Monash Health's internal control processes with respect to supplier payments, we have engaged Eftsure Pty Limited (<http://www.eftsure.com.au>) to provide payment verification services.

Monash Health is engaging Eftsure Pty Limited to verify the payment details of our suppliers (as well as email, ABN and other relevant details) prior to payments being made. The purpose of the verification procedure is to minimise the risk of errors or fraud when paying suppliers. This engagement may involve Monash Health using or disclosing sensitive information about suppliers to Eftsure Pty Limited, for example contact details of Accounts Receivable staff, details of nominated financial institutions and bank details (including when a supplier has elected for payment to be made to an individual's account).

**It is now Monash Health policy for all our suppliers to be EFTsure™ accredited before payments can be made to them. We cannot guarantee timely payments until verified with EFTSure.**

For any changes to bank account details, a signed letter on company letterhead with the details below must be provided:

- Supplier ABN
- Email Address
- Contact Phone Number – mobile or landline
- Supplier address
- BSB & Account Number
- Bank Account Name
- Authorising signature name & position

Accounts Payable will onboard this information to the EFTSure portal. You will then receive a verification email from EFTSure, if you can please action promptly to avoid delays in payments.

If you require any further information, please contact our Accounts Payable team as follows:

Accounts Payable Team (03) 9265 1980 or Faith de Jager – AP Manager (03) 9265-1915, or alternatively via email at [AccountsPayable@MonashHealth.org](mailto:AccountsPayable@MonashHealth.org)

Yours faithfully,



Cindy Hargrave  
Financial Controller

E: [cindy.hargrave@monashhealth.org](mailto:cindy.hargrave@monashhealth.org)