Confirmation of Payee

Banks have begun introducing a confirmation of payee service to help people check they are paying the right person and also to help protect against scams.



The service will check that the account name and account number of payees, that is, recipients of payments, match. The aim is to catch payments innocently sent to the wrong person, typically through entering the wrong account number, and also to help prevent scams where customers are led to believe they are transferring funds to a legitimate organisation but are in fact, depositing money into a scammer's account or an account

under the scammer's control – a mule account.

The service began in November 2024 and will be fully in effect by April 2025. During this time, some banks will introduce the service faster than others. This means some payments may still not be checked if either your bank or the payee's bank hasn't introduced the service yet.

How it works

When you initiate a payment to a new payee or update details about an existing payee, you will receive a message with one of four possible results:

- **Match:** The account name and number match exactly.
- **Partial match:** The details are close but may include a typographical error or misspelt word.
- **No match:** The account name and number do not match.
- **Details can't be checked:** Your bank tried to run the check but couldn't verify the account details. This might happen because the account is closed, can't accept payments, the bank involved hasn't implemented the confirmation of payee service yet, or there's a temporary technical issue.

You can still proceed with a transaction if you receive any of these messages, but banks recommend you do the following first:

- Verify the identity of the person or business you are paying.
- Double-check that you entered the correct account name.
- Double-check you entered the correct account number.
- Take some time to assess whether you trust the payee.

People paying into your account will need to use the exact name linked to it. For personal accounts, this will be the customer's legal first and last name as recorded by the bank.

If a payer uses a nickname or makes a spelling mistake, the confirmation of payee service may show a partial match or no match. If you're unsure of the name on your account, check your online banking or app or contact your bank.

Some payments, including payments to existing payees and international transactions, will not be subject to a confirmation of payee check. Contact your bank for a full list of exclusions.

Improved security

Sharing your account name and number is safe – fraudsters cannot access your account using this information alone. However, you should continue to follow basic precautions,

including

- never share your PINs, passwords or texted codes with anyone – including your bank
- never reply to anyone contacting you, whether by phone, text or email, asking you to verify or update your account details as part of the service's introduction.

More information

Contact your bank, or go to its website, if you have any questions or concerns about the system and how it works. See also the **GetVerified website** or our **mistaken payments** quick guide

Squareguyquestion

You can still proceed with a transaction if the account name and number don't match but you should verify the details and take time to assess whether you trust the payee.