CHANGING SUPPLIER DETAILS POLICY
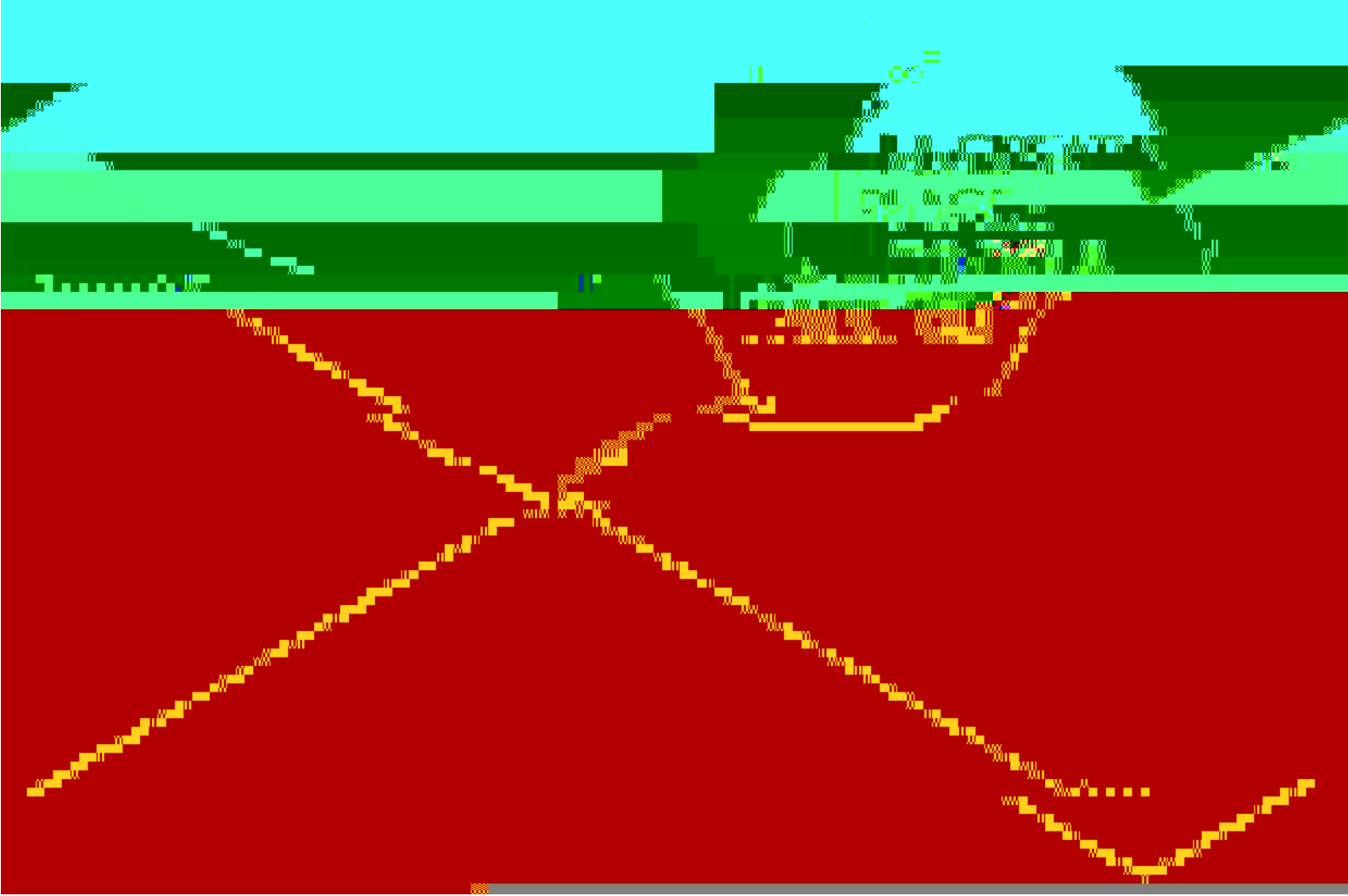
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Ratified by Trustees: 24th April 2023

24th April 2025

Link: Mr S Robertson

1. SUPPLIER ACCOUNT SET UP

   1.1. Supplier details must be input on to HCSS. On receipt of instructions to open up a new

   Full trading name

   Telephone number

   E-mail (where appropriate and the details were sent to)

   1.2. Ideally all supplier payments should be made by BACS rather than cheque.

   Bank details are required:

   Name of account

   Sort code

   Any required reference (for example an account number

   All bank details must be received in writing by post on company headed paper signed

   1.3. On receipt of bank name details they need to be verified by making a telephone call to the supplier. Do not use the telephone number sent with the bank details, if there is one, without checking it is genuine against an invoice, their website and/or the telephone directory. Always ask to check the details with the accounts department. They are to give you the details to verify to the letter. Never read back the details from the letter. Get the name of the person you speak to and record this information.

   1.4. Further checks, such as personal ID, may be required depending on what is received.

   1.5. If these verification checks cannot be made before payment is due then the supplier should be paid by cheque until verification is complete.