

# Dungannon Golf Club

## Payee Verification Policy

### 1. Introduction

Fraudulent social engineering crime, which includes phishing, vishing and business email compromise is a significant security exposure with UK consumers losing £11.4 billion to scams in the past 12 months, up £4 billion from the previous year. (source - [Cifas](#))

Formalising payee verification procedures helps to reduce the exposure to such attacks.

### 2. Purpose

This policy sets out how Dungannon Golf Club verifies new or changed payment instructions to help prevent fraud and financial loss. It ensures that any requests to add a new payee or amend existing bank details are always confirmed verbally using contact information we already trust, not solely relying on new details provided.

### 3. Scope

This policy applies to:

- All payments made to suppliers, contractors and other third parties.
- All requests to amend existing payment details via any method (email, telephone, Microsoft Teams chat/Slack \*delete as appropriate\*), including bank account numbers or sort codes.
- All employees, partners and directors involved in approving, processing or instructing payments.

### 4. Policy Statement

We must never rely solely on information contained in an email, letter or message when a new payee is set up or when existing payment details are requested to be changed. Before processing any payment to a new or amended payee, we must:

- Verify the change via a secondary contact method. Always telephone the trust contact number held on file or found on a trusted or published website.

- Do not use contact details held within the same requested instruction unless you have confirmed authenticity via the secondary source.
- Record evidence of the verification, noting the date, time and who you spoke to.
- If in doubt, **DO NOT PROCEED WITH THE TRANSACTION**. Take a moment and consult with a manager or finance lead to verifying the transaction or change.

## 5. Responsibilities

**Role:** Office Staff

**Responsibility:** Ensure all new payee and amended payment details are verified as per this policy before processing payments. Maintain records of all checks carried out.

**Role:** Council and General Manager

**Responsibility:** Ensure employees understand and follow this policy. Support staff in escalating suspicious activity.

## 6. Acceptance and Acknowledgement

All Council Members, General Manager and Office Staff must confirm they have read, understood and agree to comply with this policy.

Confirmation can be recorded by signing below:

Name.....

Signature.....

Date.....

## 7. Policy Review

This policy will be reviewed annually or sooner if:

- Payment processes change.
- New fraud trends have emerged.
- An incident occurs that requires strengthening of this policy.