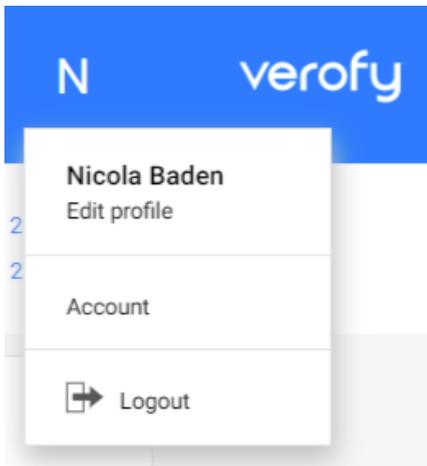
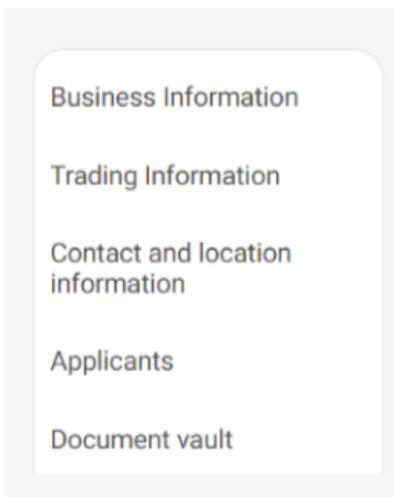


Update your bank details

To update your bank details in Verofy® Cloud, **log in** and head to the first initial of your name in a circle at the top right of the screen - this is the user profile section.



From here, select the **Account** option. You'll see all your business information here, and you can scroll to locate the Bank details section or select Trading information on the list on the left hand side of your screen.



Once you locate the Bank details section, select the **Add a new bank account** button at the top right of the section to update your bank details.

Bank details	Switch account Add new bank account
Account name	Bank account
Bank name	CLEARBANK LIMITED
Sort code	XX-XX-XX
Account number	XXXXXXXX
IBAN	
BIC	
Bank Address	

You'll need to enter the sort code and account number of the new bank account. Press **Authenticate** to validate the new details being entered.

Enter your new bank details ✕

Sort code

Account number

Before we verify your bank account we just need to send you a text to approve the request

Authenticate

Once entered, you'll receive a text with a verification code. Enter this on the screen in Verofy® Cloud.

Enter verification code



Please enter the six-digit verification code you received via SMS

[Didn't receive a code?](#)

Cancel

The system will then validate the bank details entered, this can take up to 30 seconds. If verification is successful, you'll see the confirmation on screen. You'll be asked to add a label for this new bank account. Once you've entered the label, press **Next**.

Success.



Please enter the six-digit verification code you received via SMS

[Didn't receive a code?](#)

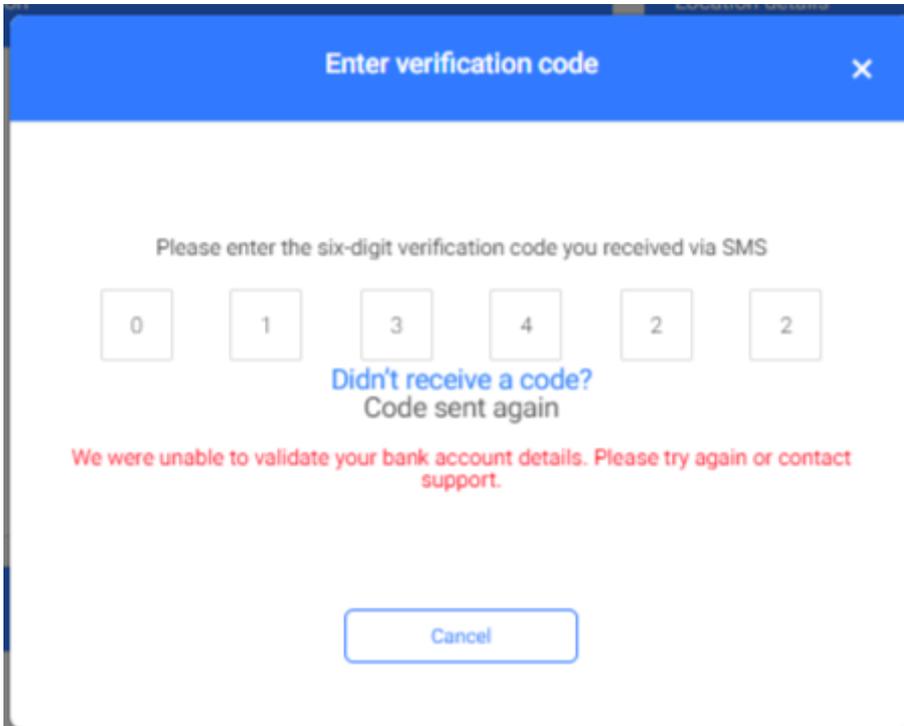
Cancel



Your bank account has been verified and added to the system. Add a label for this account?

Next

If the details can't be validated, you'll see the below error message. If this happens, please get in touch with the team on 0330 460 4672 or by emailing us at help@verofy.support . It's really useful if you are able to provide a proof of bank document with the details you're trying to update, to help us understand the reason the validation may not have been successful.



The image shows a mobile application dialog box titled "Enter verification code" with a close button (X) in the top right corner. The dialog contains the following text and elements:

- Instruction: "Please enter the six-digit verification code you received via SMS"
- Input fields: Six boxes containing the digits 0, 1, 3, 4, 2, and 2.
- Link: "Didn't receive a code?" in blue text.
- Action: "Code sent again" in black text.
- Error message: "We were unable to validate your bank account details. Please try again or contact support." in red text.
- Button: A "Cancel" button at the bottom.

Once your new bank details have successfully validated, you'll see a pop up asking you to select which bank account you want to receive settlements to. Select **Use this account** on the account you wish to use.

Select bank accounts



Please note, this bank account will receive your settlement payments. To change your Direct Debit bank account, please contact help@verofy.support

BANK ACCOUNT NAME

XXXXXXXX

BANK NAME

Use this account

BANK ACCOUNT NAME

XXXXXXXX

Bank account label

BANK NAME

Use this account

Once you've selected the new account to be used, you'll see a confirmation on the screen to let you know if the details have been updated successfully. This means future settlements will be paid into this new account!



Success

Account has been switched



Revision #8

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