

Information Requests

PP B3E 2
County Hall
Taunton
Somerset
TA1 4DY

Please ask for: Simon Butt
FOI Reference: 3101965
Direct Dial: 01823 359359
Email: xxxx.xxxxxxxxxx@xxxx.xxxxxxxxxx.xxx
Date: 20 December 2017

Miss Helen McNally
???

Dear Miss McNally

Freedom of Information Act 2000

I can confirm that the information you have requested is held by Somerset County Council.

Your Request:

What steps do you employ to prevent the payment of fraudulent invoices that have been raised in the name of existing suppliers (i.e. where a fraudster raises an invoice in the name of a company that is already a supplier but with the fraudster's own bank details)?

Our Response:

All are payments are made to bank details on our system for each individual supplier.

For change of bank details requests from suppliers, the following points are actioned:

- The Supplier phone number is obtained from the internet. We do not use the phone number on a suspected fraudulent letter/email.
- The Supplier is requested to verify their details to our Master Data caller.
- The Supplier is told we have received 'change of bank details' letter/email and we would like to verify if this is an official request.
- On the response, our Master Data Team can verify if this is a fraudulent or genuine request and action accordingly.

Cheque processes still require Master Data set-up and checks but the volume and risk is minimal compared to that of BACs.

Please quote the reference number 3101965 in any future communications.

If you feel your request has not been answered in sufficient detail, or if you wish to clarify the information given, please contact me, and I will be happy to address the issues you raise.

Alternatively, if you are not satisfied with our response you may request an internal review. This is an independent investigation into the handling of your request, which is carried out by the Information Governance Team. The conclusions of this investigation, and if applicable, a fresh decision about the information to be provided, should be sent to you within twenty working days of receipt of the internal review request.

To request an Internal Review please respond to the email that this response was attached to detailing why you are not satisfied, and your request will be dealt with by the information governance team.

If you are not content with the outcome of the internal review, you may then appeal directly to the Information Commissioner's Office with your complaint.

The Information commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Web address: www.ico.gov.uk

I will now close your request as of this date.

Yours sincerely

Simon Butt
Information Request Officer